

Root Cause Elimination Training Workshop

Harvesting *KEPNERandFOURIE* technology

in **ROOT CAUSE ANALYSIS**

DURATION: 2 days

DATE: 10 & 11 September 2019

VENUE: TBC, Durban



Register BEFORE 10 August 2019.

This process technique that is widely used in industry is now also offered to the business community in KwaZulu-Natal. The *KEPNERandFOURIE* technology is licensed in South Africa to Thinking Dimensions who provides product development and facilitates training, whilst RESOLVE provide local support and hosting in the region. The course is accredited with 2 credits by the Engineering Council of South Africa (ECSA) as a Continued Professional Development Activity (SAChE-CPD-136). (Accreditation renewal is pending.)

OVERVIEW

Even though organisations need to eliminate the Root Cause of problems, solutions are quite often directed at problem symptoms without solving the Root Cause and thus resulting in problems recurring. *RootCause Works* is a training workshop that harvests the *KEPNERandFOURIE* technology of structured utilisation of divergent and convergent thinking in a systematic and manageable Root Cause Analysis Process. *RootCause Works* facilitates problem solvers to expand thinking beyond specific detailed, technical problem analysis to include wider consideration of related issues and reach forward into problem prevention of intended solutions.

Resolving the Root Causes to things that do not perform as they should not only increases production and quality or reduce cost and losses, it also improves work culture to focus on finding and implementing lasting solutions and eliminate blame fixing and negative fatalism.

Participants will learn to solve problems rather than complaining about them. *RootCause Works* provides organisations with a means for their employees to participate more effectively in the operation of a plant or facility. A unique aspect of *RootCause Works* is its emphasis on applications to real job concerns. Immediate results come from the progress participants make on their job problems.

By using *RootCause Works* skills, employees would find the cause of a problem and recommend or implement a solution to solve it. Its strong emphasis on avoiding problems provides organisations with the means to keep operations running smoothly and forms the basis of continuous improvement.

The result is a thinking workforce that has the ability to identify and troubleshoot problems proactively. This will enable management to allow problem solving to take place at the coalface where it matters most, thereby reducing frustrations for all parties.

The Workshop Training Methodology

- The *RootCause Works* learning design is competency-based, with many case exercises and a large amount of time dedicated to own-job applications.
- *RootCause Works* uses the “learn – practice – apply” design with a major emphasis on the transfer of skills to the workplace.
- Case practice provides opportunities to use the skills as they are learned. Cases are based on real situations to stimulate discussion and focus participants on the use of specific skills.
- Structured own-job application exercises are built into the workshop. Each own-job application has an illustrated introduction to stimulate discussion and focus the participants on the use of specific skills.

Host in KwaZulu-Natal



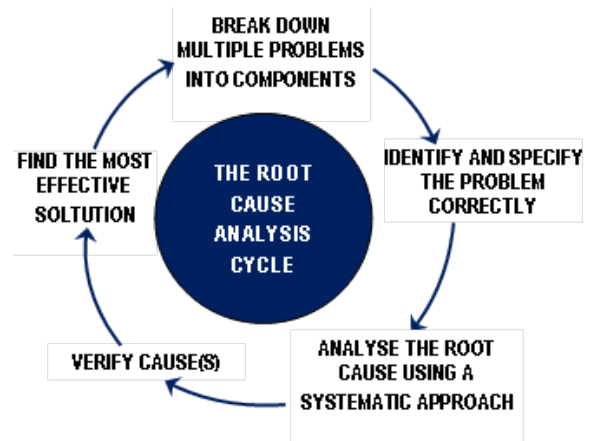
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The RCA Process

Participants will learn a systematic Root Cause analysis process with structured utilisation of divergent and convergent thinking and directed at specific goals. The process consists of the following four main components:

- Breaking multiple problems down into actionable components.
- Seeking the direct cause of a problem (finding the technical reason for the fault).
- Once the direct cause has been identified, the root cause is identified to remove the underlining cause of the problem situation (finding the system/people reason for the fault).
- Finding the best solution that will address the situation and prevent the re-occurrence of the same problem in the future.



The Workshop Content

The **RootCause Works** workshop offers participants a unique learning experience with a lifetime of applications. The workshop consists of three modules that focus participants on the following:

PirorityWise is an approach for assessing a problem situation accurately and comprehensively. Issues are identified and then prioritised and a plan is developed to resolve each high priority issue. Participants will learn to:

- identify situation evaluation criteria;
- establish priorities between different problems or issues;

CauseWise enables participants to define a problem accurately; to gather, organise and evaluate problem-specific information factually and accurately. This approach gives the problem solver another way/angle at looking at the same problem information. True cause is then tested and the root cause is identified to prevent the reoccurrence of the same problem. Participants will learn to:

- avoid panic and act rationally when a crisis occur;
- defining the problem accurately before starting to resolve it;
- factually test possible causes to conclude the most probable cause;
- identify and verify direct and root causes of a problem before spending time and money in corrective action.

SolutionWise is an approach to analyse all the components of a solution or business decision, the objective and requirements to steer towards the most effective solution. Participants will learn to:

- evaluate different causes of action;
- create the optimal solution based on long- and short-term requirements;
- create “blended” solutions using information from competing alternatives,
- develop a unique solution when no alternatives are available;
- how to involve others in the process to ensure buy-in to the decision.

COURSE FEE (excluding VAT):

Attendance fee to the course is R 8 300 per person excluding VAT. **5% discount for >5 attendees and 10% discount for >10 attendees registered per company by 10 August 2019.**

A minimum total attendance required by 10 August 2019 for presentation to proceed is 9.

A late booking fee of R 500 per person would be charged for registrations received after 10 August 2019.

Venue - DURBAN

Physical Address: To be confirmed, in DURBAN

Telephone:

REGISTRATION (Note late booking fee supplement after 10 August 2019)

Root Cause Elimination TRAINING WORKSHOP

10 & 11 August 2019, To be confirmed in DURBAN

1. Download and complete registration form from the 'Scheduled Events' page of the *RESOLVE* web page www.resolvekzn.co.za
2. Send completed form either by e-mail it to andries@resolvekzn.co.za

Find herewith a request for the following reservation for the above training course:

REGISTRAR DETAIL:

Name: [] e-mail: [] Tel: []

INVOICE DETAIL:

Company Name: [] VAT Nr. [] Quotation Required? (Yes / No): []

Company Invoice Address: [] Order Nr. []

Invoice Contact Name: [] Invoice Contact e-mail: [] Invoice Contact Tel: []

ATTENDEE DETAILS:

	Name	Surname	ID Nr	e-mail	ECOSA Nr	Dietary Requirements
1						
2						
3						
4						
5						
6						
7						

Course Fee:

The attendance fee (excluding VAT) is R 8 300 per attendee, which excludes travel and accommodation cost for the attendee. **5% discount for more than 5 attendees, and 10% discount for more than 10 attendees registered per company by 10 August 2019.** A late booking fee of R 500.00 per attendee will apply to registrations received after 10 August 2019.

Payment: Once the minimum number of registrations has been reached (latest on 11 August 2019) or thereafter upon registration an invoice would be sent to the nominated contact for payment by electronic transfer before the course commences on 10 September 2019. Late payment could put attendance to the course at risk.

Reservations: If you registered and are unable to attend the event you may substitute at any time. Such substitution and name changes must be communicated to RESOLVE by e-mail. No refund for cancellation after 31 July 2019. A minimum of 9 attendees by 10 August 2019 is required for the presentation to proceed. The programme could be subject to change at the discretion of TDG or RESOLVE and in the event of illness the date or presenter could be altered.