



## Professional Development Series



### Problem Solving and Root Cause Analysis

Learn the basic concepts of problem solving and root cause analysis. By the end of this course, you will understand the plan-do-check-act process and how it is used to define a problem, analyze a problem, develop a plan to fix a problem, and implement a solution and conduct proper follow-up. The course will focus on the 5W2H process for problem investigation, use of cause-and-effect diagrams, 5 Why techniques and how to determine root cause and to develop permanent countermeasures that address the root cause. Learn the different sources of variation and how to use cause-and-effect logic to validate that a problem analysis was done properly. Participants will apply the principles to hands on exercises to reinforce the learning. Who should attend? Engineers, operators, supervisors, and managers.

3 sessions: \$299

*~ ~ Register five employees and the sixth is FREE ~ ~*

Fridays, October 26 – November 9  
8 – 11:30am  
Room 200, Marilyn Horne Hall  
Pitt-Bradford

Fridays, October 26 – November 9  
1 – 4:30pm  
Community Education Center  
St. Marys