

Problem Solving

Using Root Cause Analysis to Solve Challenging Situations Effectively

20 Hrs

Course Objective: Participants will learn to effectively use Problem Solving and Root Cause Analysis (RCA) tools to identify potential causes of business challenges and address them by implementing impactful solutions to prevent recurrence. The course follows the DMAIC (Define, Measure, Analyze, Improve, and Control) 5-step systematic methodology commonly applied in various business fields, as well as Lean Six Sigma.

Who should attend? Those who are responsible for identifying and addressing problems including quality personnel, business process managers, process users, and any team members involved in quality and continuous improvement initiatives.

Training Topics to include:

The DMAIC Problem Solving Process is a data-driven methodology used to improve processes by identifying and addressing defects or inefficiencies.

Define

- Defining the Problem

Measure

- Measuring the Problem
- Defining Data Collection Needs

Analyze

- Understanding the Root Cause Analysis Process
- 5W's Cause Analysis – What, When, Where, Why, Who
- Verifying Root Causes
- Reviewing and Mapping Processes
- Analyzing Data and Identifying Root Causes
- Brainstorming Possible Solutions

Analyze (cont.)

- Evaluating Costs, Complexity, Impact, Benefits, and Risks

Improve

- Communicating and Implementing Solutions
- Verifying the Effectiveness of Improvements

Control

- Standardizing and Controlling Improvements
- Identifying Controls to Sustain Improvements
- Realizing the Benefits of Improvement

ETI Instructor Alberto Levine is originally from Mexico City. He has over 25 years of experience working and leading various small and medium-sized businesses across a multitude of industries. He holds a Six Sigma Black Belt (SSBB) certification, and holds a Master of Business Administration (MBA) as well as a Master of Industrial Engineering. Over the hundreds of courses he has led, he has developed an energetic and passionate teaching style that creates effective, valuable, and fun classes.

***Employment Training Panel – State Funded Training: \$350.00**
Non-ETP Cost: \$810.00

WHEN:

Tuesdays
February 11, 2025 – March 11, 2025
5:00 pm to 9:00 pm

WHERE:

College of the Canyons – Room TBD
26455 Rockwell Canyon Road
Santa Clarita

For more information or to register, please contact Jocey Hogan
at 661.362.5657 or jocey.hogan@canyons.edu

*For employees of eligible employers. Employees are not considered registered until all paperwork is received, the participant fee, per trainee, has been paid to the Santa Clarita Community College District and the Employment Training Panel has determined eligibility. State subsidy is contingent upon the trainee completing all the Employment Training panel requirements. Please contact the Employee Training Institute, 661.362.5657, for details on eligibility requirements.