

Root Cause Analysis: Solving Problems that Stay Solved 8 Hrs

This practical training gives participants the tools and techniques to identify and eliminate the root causes of recurring problems on the floor. Attendees will learn how to move beyond quick fixes and surface-level symptoms to uncover what's really driving issues in quality, safety, productivity, and equipment performance. The class features hands-on practice with real scenarios, making the concepts easy to apply immediately in the workplace.

Course Topics Include:

- Understanding the difference between symptoms and root causes
- Using the 5 Whys and Fishbone (Ishikawa) Diagram effectively
- Gathering and analyzing relevant data before jumping to solutions
- Facilitating team-based root cause investigations
- Developing and sustaining corrective actions that prevent recurrence

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 (ETP) Cost: \$100.00 per employee*

Non-ETP COST: \$290.00

WHEN:

Tuesdays
June 2, 2026 AND June 9, 2026
5:00 pm – 9:00 pm

WHERE:

College of the Canyons - Room TBA
26455 Rockwell Canyon Road
Santa Clarita

For more information or to register, please contact:

Jocey Hogan, ETI Program Coordinator at 661.362.5657 or jocey.hogan@canyons.edu

*For employees of eligible employers. Employees are not considered registered until all paperwork is received, a \$100 administration fee, per participant, 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.