Root Cause Analysis Workshop

FIND THE CAUSE OF PROBLEMS QUICKLY AND RELIABLY

Kepner-Tregoe's Root Cause Analysis (RCA) training equips individuals and teams with the tools to systematically find the root cause of problems—and prevent them from reoccurring.

WHY KT ROOT CAUSE ANALYSIS

Learn best-in-class, time-tested RCA process.
Kepner-Tregoe pioneered RCA thinking and has spent nearly 60 years improving RCA techniques.

Get the tools needed to solve problems quickly and reliably.
The world's leading troubleshooting company, KT has led trainings and major RCA investigations within every industry and environment imaginable.

Add value to existing improvement programs.
KT's RCA process integrates seamlessly with programs like 8D, Six Sigma, Lean and CAPA. During onsite training, KT will address ways to implement RCA within your existing programs.

Go beyond basic theory—learn practical application.
KT is a company of practitioners. Our wealth of experience facilitating major incidents is reflected in our workshop. We teach the RCA techniques needed to make an immediate impact on the job.

WORKSHOP DETAILS

- Two days, 1.4 CEUs, 14 PDUs

- For individuals and/or teams responsible for troubleshooting, or any kind of problem solving

- Provides in-depth training on RCA process and on-the-job applications

- Offers support tools such as the **KT Tablet App** and the **KT Learning Library**

Quick Tips for Effective Root Cause Analysis

Think first, act decisively
When something goes wrong we have a tendency to want to do *something*, but that can be a big mistake. Resist the urge to act immediately, avoid trial-and-error and *think* through the issue.

Ask the right questions
In RCA, what you put in is what you'll get out, so make sure you're asking good questions. Think beyond what IS wrong. What IS NOT wrong can be just as valuable.

Think beyond the fix
Many problems could be prevented if people thought more carefully about the consequences of their actions. After you identify the root cause, think about the solution and how it could create new problems.

Kepner-Tregoe Root Cause Analysis Success Stories

KT's RCA Resolves a Major Manufacturing Issue

Production of an expensive medical device was halted by a serious quality issue. The team tasked with troubleshooting quickly became overwhelmed by too much data and was unable to find root cause.

When Kepner-Tregoe Root Cause Analysis was leveraged:

▶ The team quickly found root cause, implemented a low-cost corrective action and prevented it from reoccurring.

▶ Product output improved by 10%.

▶ There was no interruption of the manufacturer's existing continuous improvement programs.

KT's RCA Eliminates Downtime

After implementing a Kepner-Tregoe Root Cause Analysis program at a multibillion-dollar oil and gas company, a troubleshooting team:

▶ Took the skills they learned in the classroom and immediately applied them on the job.

▶ Was able to rapidly find the root cause of a potential $1 million compressor issue.

▶ Used a fix that was 10x cheaper than the typical response.

Onsite, Group Training

KT will conduct training at your location for your team, department or any group within your organization.

Public Session Workshops

Our public session workshops are for individuals and small groups.

Need RCA support now?

Immediate Problem Solving Support

KT will facilitate RCA process at your location and train your team to support immediate RCA needs.

🔍 ***Learn more*** *about KT Root Cause Analysis training.*

💬 ***Contact us*** *about Root Cause Analysis training.*

📅 ***View the schedule*** *for upcoming public session workshops.*

KT Kepner Tregoe

1-800-537-6378
www.kepner-tregoe.com

Kepner-Tregoe Troubleshooting Simulation

Practice real-world problem solving beyond the classroom.

WHAT IS THE KT TROUBLESHOOTING SIMULATION?

The KT Troubleshooting Simulation invites learners to practice their problem solving skills in a safe-to-fail virtual environment and accelerate the transfer of skills from the classroom to back on-the-job. Learners are challenged to apply their skills quickly and efficiently under pressure in scenarios with increasing difficulty.

WHY KT TROUBLESHOOTING SIMULATION?

Shorten Time to Proficiency

Practice + feedback + repetition = proficiency! Hands-on practice, feedback from a KT Coach, group discussion, and repetition shortens the time to drive results *back on-the-job.*

Hands-on Group Practice

Perfect practice makes perfect. Learners break into small groups to rapidly gather and analyze information presented in a variety of virtual simulation scenarios.

Realistic Environment

The simulation contains real world problems and learners have to manage time pressure, information overload, managing multiple information sources, and consequences for unnecessary or poorly timed actions.

Develop Key Skills

- Learn to solve problems under pressure and restore operations safely and quickly

- Prevent trial-and-error by narrowing down possible causes BEFORE taking action

- Prevent recurring incidents and implement successful changes
- Use only the appropriate amount of troubleshooting process required

Applicable for Many Industries

The simulation is based around logistical processes performed by a robot. Issues vary from hardware, software, and environmental related faults – resonating with industries from manufacturing to IT.

Challenging Exercises

The simulation includes 18 different exercises that vary in levels of difficulty, with single and multiple cause problem.

Interactive Fun While Learning

We all know one learns best by doing. That is what the simulation delivers – while creating an engaging, fun, and competitive learning environment.

KT TROUBLESHOOTING SIMULATION OFFERINGS

Workshop Add-on

Make the most out of your KT training investment by adding a day of the simulation to your KT Problem Solving & Decision Making, Problem and Incident Management, Analytic Troubleshooting or Root Cause Analysis workshop.

## Situation Appraisal & Problem Analysis Refresher

Get re-introduced to key KT Problem Analysis and Situation Appraisal concepts and practice rapid application of your skills.

Stand-alone

Already a pro with KT process and want to sharpen your skills? Or did you attend a KT training in the past two months and want to cement your skills? Then dive right into the simulation and put your skills to the test.

Enterprise License

For organizations looking to create a culture of problem solving heroes and want to scale the Troubleshooting Simulation across a large audience, KT's enterprise model package includes the development of certified facilitators and unlimited use of the simulation.
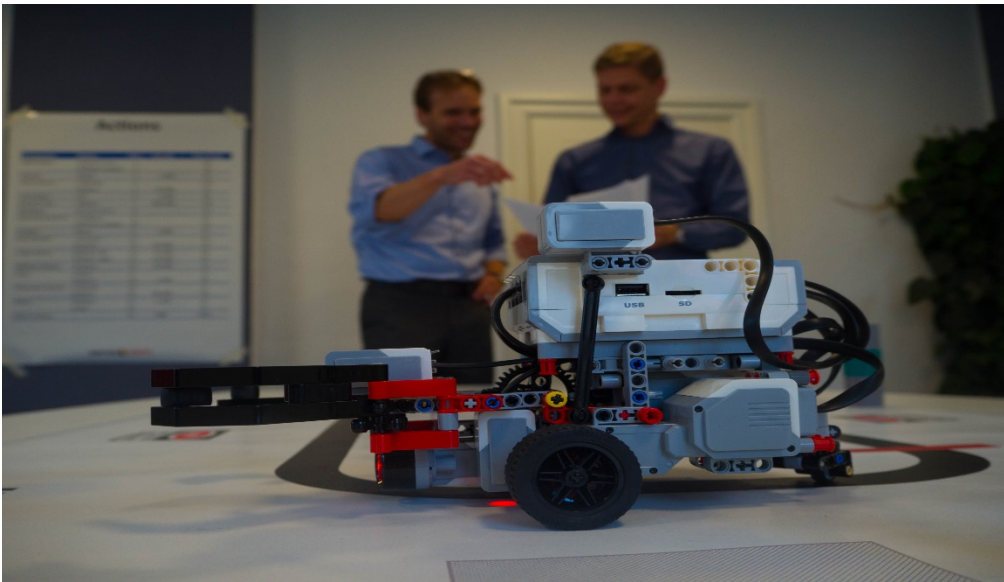
KT TROUBLESHOOTING SIMULATION DETAILS

Training Format

Live in-person sessions with coaching from a certified KT expert. Virtual sessions in development.

Technical Requirements

Each group of 3 learners will need 2 devices capable of connecting to the KT Troubleshooting Simulation cloud service.

Prerequisite

Training in KT's PSDM, Problem and Incident Management, ATS or RCA technologies

Learn more about the KT Troubleshooting Simulation.

Contact us about the KT Troubleshooting Simulation.

View the schedule to view the upcoming KT workshop + Troubleshooting Simulation

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