



*Challenges.
Opportunities.
Results.*

Root Cause Analysis

(supported by AI)

Penang
1-2 October 2024



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. As the world's leading troubleshooting company, KT has led major investigations in every industry and environment possible. This workshop brings that wealth of experience to the classroom so you can learn and practice root cause analysis skills and make an immediate impact back on the job.



Key Benefits

Learn the best-in-class root cause analysis methodology proven in all types of industries and organizations for nearly 60 years.

Leverage the tools required to solve problems quickly and reliably — no matter how simple or complex.

Discover how to seamlessly integrate KT's RCA with programs like 8D, Six Sigma, Lean, ITIL and CAPA.



You will learn to...

Understand whether you truly have a cause-unknown problem.

Obtain a clear, factual description of the problem through rigorous questioning techniques.

Create and test hypotheses and confirm root cause before adopting a fix.

Identify where else the fix may cause problems and prevent unintended consequences.

Understand how AI can help with data analysis and improve data accuracy to ensure effective problem solving.

Audience: Anyone who is required to troubleshoot, perform investigations, root cause analysis (RCA), manage incidents or conduct problem-solving.

Functional troubleshooting roles often include service, support and quality engineers; problem and incident managers; analysts, technicians, designers, R&Ds, auditors, and others responsible for resolution of critical incidents and problems.

Standard 2-Day Outline



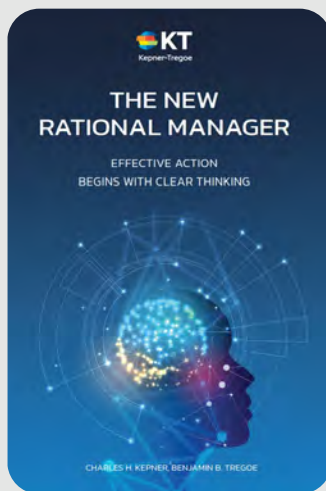
Introduction to Kepner-Tregoe

Kepner-Tregoe is a leader in the quest to improve individual, group and organisational effectiveness through the creation and dissemination of new approaches in critical thinking. Founded in 1958 by Dr Charles H Kepner and Dr Benjamin B Tregoe, the company conducts business in over 44 countries and its programs and services are available in 17 languages. It has offices located in all major centres with corporate headquarters in Princeton, New Jersey, USA.



I recommend Kepner-Tregoe to organizations seeking improvement in their processes and systems.

*Ahmad Zaki bin Abd Malik/Chief Operating Officer/
Malaysia Marine & Heavy Engineering Holdings Bhd
(MMHE)*



Kepner-Tregoe was built on the premise that people can be taught to think critically. While working for the Rand Corporation in the 1950s, our founders, Dr. Charles Kepner and Dr. Benjamin Tregoe, conducted research on breakdowns in decision making at the Strategic Air Command. They discovered that successful decision making by Air Force officers had less to do with rank or career path than the logical process an officer used to gather, organize, and analyse information before taking action.

Based on their initial research, they founded Kepner-Tregoe, a company that continues to analyse and develop thinking processes for critical business applications. Kepner and Tregoe spent thousands of hours observing the practices of both effective and ineffective decision makers responding to complex, repetitive challenges. Their findings became the foundation for Rational Process, the Kepner-Tregoe method for effective organization management. Their book, *The Rational Manager*, (McGraw Hill, 1965) has become a business classic, translated into many languages and read throughout the world.

Over the years, we have gained a worldwide reputation for helping transform organisations both strategically and operationally. Our technologies are designed to improve an organisation's results through improving the way its people, the most important resource, handle their job responsibilities.



I have observed the tremendous success and pride it brings to our colleagues who have applied the KT PSDM process.

*Andy Lee/Process Integration Engineering
Manager/In-Tech Electronics Ltd.*



KT works across the boundaries at every function and level, providing common processes and techniques for Formulating and Implementing Strategy, Business Planning, Systems Improvement and Cost Management, Workplace Transformation, Redesigning Performance Environments.

The strength in implementation sets KT apart.

Trainer's Profile



Lee Wei Zhang (Edmund)
Consultant

As an expert in Kepner-Tregoe's critical thinking processes, Edmund is well versed in developing others in issue resolution through delivery and facilitation of KT's key technologies, which include Problem Solving and Decision Making (PSDM), Analytic Trouble Shooting (ATS).

Some of Edmund's notable client engagements include Microsoft, Mercedes-Benz, PayPal, WL Gore, and Texas Instruments. He has delivered sustainable results for his clients through assisting them in applying the KT's systematic process to improve issue resolution.

For LPSK China (a manufacturer of aluminum extrusive profiles for buildings), Edmund supported its project managers implemented a common framework that drives project management efficiency. The assignment involved skill transfer and coaching on real life applications.

Besides providing trainings and coaching, Edmund has developed Program Leaders for Microsoft, CISCO and Micron Semiconductor, equip them with the capability to apply KT processes within their organizations for operational efficiency and service quality improvement.

Prior to joining KT, Edmund was in the manufacturing industry. He worked in a leading American MNC that built medical devices and managed suppliers from supplier qualification, development to assessing and improving supplier's performance. He also drove Lean and Six Sigma improvement projects achieving more than 30% improvement through production lead time analysis, process waste identification and reduction.

Edmund graduated with a Bachelor of Applied Science in Mechanical Engineering from the University of British Columbia (UBC) Canada.



KT has changed the way we solve problems.

*Vishnukanth Ladchumigandan/Engineering Director/
Mattel (Malaysia) Sdn. Bhd.*



Malaysia 2024 Workshop Registration

Root Cause Analysis *(supported by AI)* 1 - 2 October, Penang

WORKSHOP HOURS

9:00 am to 5:30 pm

www.kepner-tregoe.com

bng@kepner-tregoe.com

+60.3.2774.5151



PAYMENT

Full payment must be made prior to the commencement of workshop by electronic bank transfer. All payments should be made payable to "Kepner-Tregoe (M) Sdn. Bhd."

CANCELLATION, POSTPONEMENTS & SUBSTITUTIONS

Cancellation or postponement charges are calculated based on written receipt of notification of cancellation or postponement and are as follows:

Less than 15 days before your course start date, 30% of fee will be charged.

Less than 48 hours before your course start date, full fee is charged.

You can substitute an alternate participant from your organisation at any time with no additional charge.

NO SHOW

No refund for no show.

CHANGES

Kepner-Tregoe reserves the right to reschedule or cancel a workshop due to unforeseen circumstances. Every effort will be made to inform registered participants of the changes.

Participants are responsible for all expenses incurred.

TRAVEL & OTHERS

Please do not organise any travel arrangements until you receive the course prework email.

Participants are responsible for all expenses incurred.

Please provide participant's NRIC name, NRIC number & gender if claiming HRD Corp Claimable Courses.

Please register the following people from my organization:

Participant 1	NRIC Name:
	NRIC Number or N/A: Gender or N/A:
	Position:
	Work Email: Tel:
	Workshop Name/Date:
Participant 2	NRIC Name:
	NRIC Number or N/A: Gender or N/A:
	Position:
	Work Email: Tel:
	Workshop Name/Date:
Participant 3	NRIC Name:
	NRIC Number or N/A: Gender or N/A:
	Position:
	Work Email: Tel:
	Workshop Name/Date:

- We reserve the final right to accept or decline registration(s) to our workshops
- **MyCOID: 174642W**
- **Training Program No.: 10001459510**

Bank Transfer Details:

- Account Name: Kepner-Tregoe (M) Sdn Bhd
- Account No: 301-266532-001
- Swift Code: HBMB MYKL
- Bank Code: 22
- SST Registration No.: B16-1808-31037804
- Method of Payment: Online Transfer

Workshop Fees:

- MYR 3,200 per participant
- MYR 2,800 for 3 or more participants

excluding all applicable taxes

Billing Attention Person - Please provide details in full for billing purposes

Name (Mr/Ms/Dr):
Position:
Company:
Billing Address:
Work Tel: Mobile:
Work Email: