

ROOT CAUSE ANALYSIS WITH SIMULATION

www.kepner-tregoe.com



This workshop is uniquely designed to improve participants' problem solving skills and then apply them in a safe-to-fail virtual environment.

Days One and Two:

Learn the skills 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.

Day Three:

Participants practice the problem solving skills learned in a safe-to-fail virtual environment and accelerate the transfer of skills from the classroom to back on-the-job.



Key Benefits

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

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

Shorten time to proficiency. Hands-on practice, feedback from a KT Coach, group discussion and repetition shortens the time between classroom learning and driving business results back on-the-job.

Hands-on group practice. Learners break into small groups during the session to rapidly gather and analyze information presented in a variety of virtual simulation scenarios.



You will 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 that the situation requires.

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, analysts, technicians, problem and incident managers, auditors and others responsible for resolution of critical incidents and problems.

View Course Schedule

Americas | Europe | Asia-Pacific | Japan