

Root Cause Analysis

Durée: 1 Jour Réf de cours: GK831180

Résumé:

Unlock the Power of Problem-Solving with Our Root Cause Analysis Workshop!

Are you ready to drive meaningful changes and tackle business challenges with confidence? Our immersive Root Cause Analysis Workshop equips you with proven tools and hands-on techniques to identify, analyze, and solve the root causes behind your organization's toughest problems.

Through a blend of expert instruction, real-world case studies, and interactive group exercises, you'll master essential methods like the Five Whys, Pareto and Fishbone diagrams, gap analysis, and more. Collaborate with peers, apply practical frameworks, and walk away with actionable strategies you can implement immediately.

Whether you're a leader, analyst, or team member, this workshop will empower you to:

- Uncovering the true sources of business issues and opportunities
- Facilitate impactful group problem-solving sessions
- Develop data-driven recommendations and action plans
- Deliver measurable results for your organization

Join us and transform the way you approach challenges, turning obstacles into opportunities for growth and innovation!

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Public visé:

- Team leaders and supervisors seeking to improve problem-solving skills
- Business analysts and process improvement professionals
- Project managers responsible for delivering results and overcoming obstacles
- Quality assurance and operations staff focused on continuous improvement
- Customer service and support managers addressing recurring issues
- Engineers and technical staff involved in troubleshooting and root cause investigations
- Change management and transformation leads
- Anyone involved in cross-functional teams or collaborative projects
- Employees interested in developing analytical thinking and structured problem-solving abilities

Objectifs pédagogiques:

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| ■ After completing the training, you will learn: | ■ Use of Interrelationship diagrams to map and analyze complex problem factors. |
| ■ How to clearly define business problems and opportunities using structured frameworks. | ■ Approaches for conducting gap analysis to compare current and desired states. |
| ■ Techniques for identifying and articulating business requirements with the SMART criteria. | ■ Building and leveraging capability tables to identify improvement opportunities. |
| ■ Methods for drafting effective situation statements to set the stage for analysis. | ■ How to evaluate solution options through feasibility studies, weighted ranking, and cost-benefit analysis. |
| ■ Practical use of Pareto diagrams to prioritize issues and focus on the most impactful factors (the 80/20 rule). | ■ Best practices for facilitating group problem-solving sessions and presenting findings. |
| ■ Step-by-step application of the Five Whys technique to uncover root causes beneath surface-level symptoms. | ■ Translating analysis into actionable recommendations and implementation plans. |
| ■ Construction and interpretation of Fishbone (Ishikawa) diagrams to visualize cause-and-effect relationships. | ■ Gaining feedback and insights through collaborative exercises and peer presentations. |

Pré-requis:

- No formal prerequisites; basic written communication skills are recommended.

Contenu:

Introduction ; Workshop Objectives

- Overview of Root Cause Analysis (RCA) and its importance in business problem-solving.
- Workshop goals and expected outcomes.
- Brief introduction to the tools and methods covered.

Identifying the Problem/Opportunity

- Defining business problems vs. opportunities.
- Techniques for uncovering sources of business needs (e.g., stakeholder interviews, data analysis).
- Writing clear business requirements (SMART criteria).
- Crafting a concise situation statement.

Assessing the Current State

- Introduction to root cause and opportunity analysis.
- Using Pareto diagrams to prioritize issues (explaining the 80/20 rule).
- Applying the Five Whys technique (step-by-step process, common pitfalls).
- Constructing Fishbone (Ishikawa) diagrams to visualize cause-effect relationships.
- Creating Interrelationship diagrams to map complex problem factors.
- Supporting customer-centric problem analysis within the 5 Whys framework.

Activities:

Facilitated Activity: Instructor-led demonstration of a 5 Whys analysis.

Breakout Session: Participants conduct a 5 Whys analysis on a work-related issue, present findings, and receive feedback.

Group Exercise: Build a Pareto diagram using provided data.

Group Exercise: Use a Fishbone diagram to analyze a selected problem.

Group Exercise: Apply an Interrelationship diagram to a complex scenario.

Determining the Future State

- Conducting a gap analysis (current vs. desired state).
- Building and interpreting a capability table to identify required changes.

Group Exercise: Use a capability table to summarize root cause findings and define improvement targets.

Determining Viable Options ; Making Recommendations

- Conducting feasibility studies (criteria, data sources, risk assessment).
- Using weighted ranking to compare solution options (criteria selection, scoring).
- Performing cost-benefit analysis and valuation techniques (basic financial modeling).

Group Exercise: Apply weighted ranking to select the most viable solution from alternatives.

Action Planning ; Next Steps

- Translating recommendations into actionable plans.
- Assigning responsibilities and timelines.
- Monitoring and measuring success.

Q;A and Wrap-Up

- Open discussion, addressing participant questions.
- Recap of key concepts and tools.
- Resources for further learning.

Autres moyens pédagogiques et de suivi:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
- Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.
- En fin de formation, le participant est invité à s'auto-évaluer sur l'atteinte des objectifs énoncés, et à répondre à un questionnaire de satisfaction qui sera ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

- Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.
- Votre place sera confirmée à la réception d'un devis ou "booking form" signé. Vous recevrez ensuite la convocation et les modalités d'accès en présentiel ou distanciel.
- Attention, si cette formation est éligible au Compte Personnel de Formation, vous devrez respecter un délai minimum et non négociable fixé à 11 jours ouvrés avant le début de la session pour vous inscrire via moncompteformation.gouv.fr.

Accueil des bénéficiaires :

- En cas de handicap : plus d'info sur globalknowledge.fr/handicap
- Le Règlement intérieur est disponible sur globalknowledge.fr/reglement