

Front Line Skills Training: Root Cause and Corrective Action



Increase your front line's problem solving ability. Our Root Cause and Corrective Action class incorporates basic problem solving tools and applies them to an existing problem in their work area to eliminate root causes.

Students will learn to:

- Utilize PDCA and A3 (or 8D) in basic problem solving
- Construct basic process maps
- Make use of basic cause and effect principles
- Identify real root cause(s)
- Use FMEA to minimize risk of improvements
- Select and control improvements
- Apply Standard Work and Visual Displays
- Create an effective Leadership readout

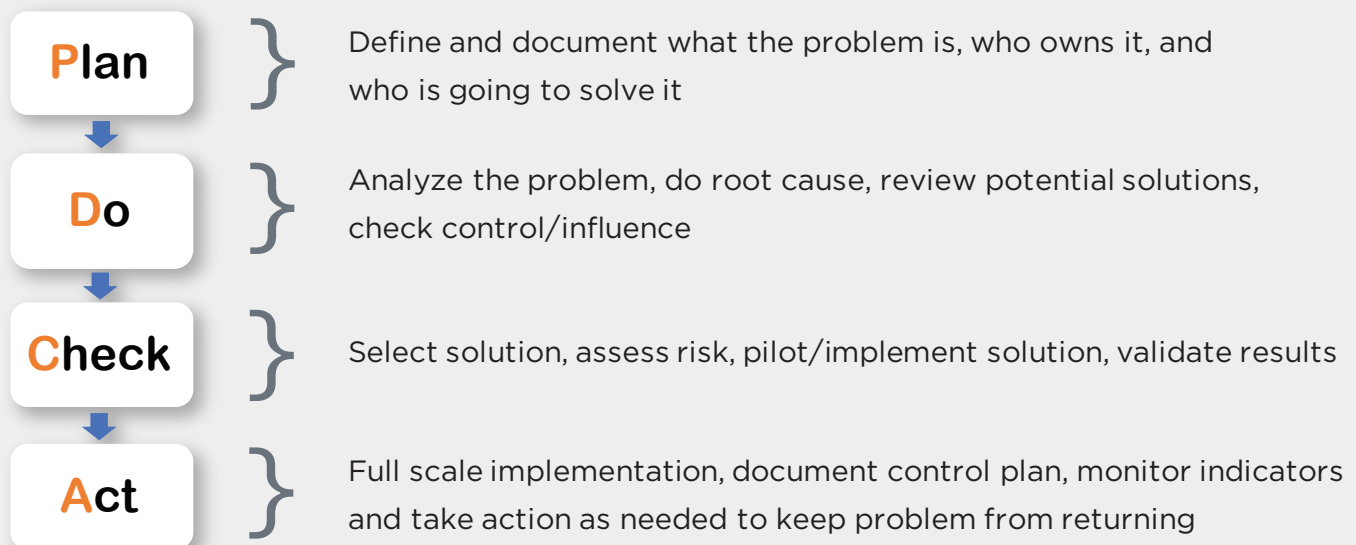
Companies will gain:

- An army of inspired problem solvers
- Speed to results
- High return on investment (20x)

What Students Say:

- 97% say they would recommend the course
- 93% say they can apply the learning to their everyday work
- Over 99% say the OpusWorks Instructor was awesome!

Basic Problem Solving: PDCA



Root Cause and Corrective Action Curriculum:

The Root Cause and Corrective Action class features engaging, self-paced e-Learning with expert instructor-led classroom sessions. Choose between a two-day onsite classroom option or a five-week all virtual classroom option.

Two-Day Workshop Option	Time (minutes)
Kickoff	60
Self-paced Prerequisites	
Introduction to Lean Principles	60
Eight Wastes	30
Plan-Do-Check-Act (PDCA)	30
A3 or 8D Problem Solving	30
Mapping the Process	50
SIPOC	20
Midpoint Call	30
Self-paced Prerequisites	
Cause and Effect Diagrams	60
Pareto Analysis	40
Selecting a Solution	35
Visual Management	25
Standard Work	30
Failure Mode and Effects Analysis (FMEA)	45
Error Proofing	20
WORKSHOP DAY 1	
WORKSHOP TOPICS	
Objectives, Introductions	
Customer Program Objectives	
Lean Basics, 8 Wastes, Process Mapping	
Airplane Simulation / Group Debrief	
Problem Statements	
A3 or 8D Templates	
Root Cause, 5 Whys, Cause and Effect	
Pareto, Selecting Solutions	
Problem Application Work / Debrief	
WORKSHOP DAY 2	
WORKSHOP TOPICS	
Agenda Review and Summary Day 1	
Solution Risk Assessment, FMEA	
Airplane Simulation / Group Debrief	
PDCA Cycle	
A3 or 8D Templates	
Visual Management	
Standard Work	
Error Proofing	
Problem Application Work	
Assess Value	
Debrief and Leadership Presentations	

Student Time Commitment	Hours
Total Pre-Work (e-Learning)	7.9
Total Virtual Class	1.5
Total In-Person Class	16
Total Hours	25.4

All Virtual Blended Option	Time (minutes)
Kickoff	60
Virtual Class 1: PLAN	120
Self-paced Prerequisites	
Introduction To Lean Principles	60
Eight Wastes	30
Plan-Do-Check-Act (PDCA)	30
A3 or 8D Problem Solving	30
Virtual Class 2: PLAN/DO	120
Self-paced Prerequisites	
Mapping the Process	50
SIPOC	20
Cause and Effect Diagrams	60
Pareto Analysis	40
Small Team Homework	60
Virtual Class 3: CHECK	120
Self-paced Prerequisites	
Selecting a Solution	35
Failure Mode and Effects Analysis (FMEA)	45
Small Team Homework	60
Virtual Class 4: ACT	120
Self-paced Prerequisites	
Visual Management	25
Standard Work	30
Error Proofing	20
Small Team Homework	60
Virtual Class 5: Readout Corrective Actions	90
Small Team Homework	60

Student Time Commitment	Hours
Self Paced Prerequisite	7.9
Total Small Team Homework	4.0
Total Virtual Class	10.5
Total Hours	22.4

Content subject to change.

