

Root Cause Analysis for Business

Using a Structured Problem Solving Process with Effective Tools to solve Critical Business Problems

18th - 19th December 2023

Kuala Lumpur (In Person) / Online Training

Major Benefits of Attending

By attending this executive training, you will know how to:

- **Solve** problems and **Prevent** recurrence of those problems by looking at real root causes
- **Understand** Standard problem-solving methodology
- **Document** and **Communicate** progress during your problem-solving project
- **Provide** a common language and approach to solving problems
- **Use** a data-based approach to ensure problems are correctly identified and eliminated
- **Learn** how to use analytical tools such as Fish Bone to manage problems

Course Methodology

Client has the option to choose to participate either below method.

Online Course : *This course will be conducted via Zoom.*

Marriot Group Hotel: *This course will be conducted at the hotel with the trainer on site. Participants will need to bring their own laptop. Lunch/Dinner and 2 networking breaks will also be provided.*

Who Should Attend

The program is suitable for all industries, from banking to services to manufacturing, and those who are involved in problem solving situations.

Practical Approach

- ~ Introduce concepts
- ~ Examples provided from other organizations in relevant industries
- ~ Apply the ideas in the workshop, using their own examples
- ~ There will be presentations, cases, commentary, feedback, and/or photos & videos

Why you should attend

Every day, problems arise in your business that increase costs, impact customer satisfaction and cause delays. These problems cause employee frustration and pull them away from more meaningful work. Many of these problems result from lingering problems that are not fully resolved due to ineffective problem solving.

Common problems that organizations encounter include improper problem statements, lack of team participation, poor understanding of the current process, lack of data collection and analysis, not getting to the root cause, lack of follow-up on improvements, and lack of data validation after improvements.

This course will help you address these common pitfalls to help you be more successful at problem solving and help you succeed at work.

Organized by:



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