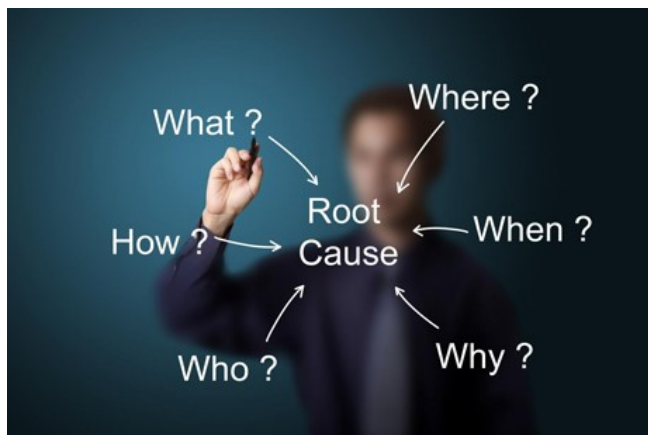


ROOT CAUSE ANALYSIS BOOT CAMP

A 5-STEP, EFFECTIVE PROBLEM SOLVING FRAMEWORK



You'll leave with a powerful RCA framework and practical problem-solving skills that can be applied immediately in your organization.

WHEN:

1-day (8am - 4pm)
At your convenience

WHERE:

Your plant or office

FEE:

\$500 per person (minimum 10 people) plus travel.
Includes binder, diagnostic assessment exam and all supplies.



PRESENTED BY



RIVERWOOD
ASSOCIATES

*Your Georgia-based leader in Lean
Six Sigma Training & Consulting*

Questions?

Contact: Peter Sherman
678-595-7942

peter@riverwoodassociates.com

www.riverwoodassociates.com

About this Workshop

In today's lean, flat organizations, it's everyone's job to effectively solve problems and make good decisions. Successful problem solving requires a logical framework, powerful tools and strong analytical skills. In this interactive workshop, you'll discover the 5-step Root Cause Analysis framework. The framework will help you define complex problems, get to root cause, identify solutions and implement those solutions for lasting performance. The workshop is packed with tools, templates, worksheets, questionnaires and practical exercises.

How You Will Benefit

1. Learn a process for breaking down complex problems to generate viable solutions.
2. Apply powerful analytical tools to identify and verify root causes.
3. Discover proven techniques to generate and test viable solutions.
4. Implement and track those solutions to ensure maximum success.

What You Will Learn

- Benefits of Root Cause Analysis
- Biases impacting effective problem solving
- The 5-step Root Cause Analysis framework
- Techniques to define and frame-up a problem, goal and scope
- Data Collection and Current State Mapping tools
- Analytical tools (fishbone diagram, 5 whys, pareto chart, relations diagram, performance matrix, scatter plot, dot plot, contingency table, correlation decision matrix)
- Brainstorming and evaluation techniques (nominal group technique, six thinking hats, effort-impact matrix, PICK chart)

Your Coach



Peter J. Sherman brings more than 25 years experience leading process improvement programs in manufacturing, technology and healthcare.

Peter is a Certified Lean Six Sigma Master Black Belt, ASQ Certified Quality Engineer, and APICS Certified Supply Chain Professional.

From 2010-14, Peter served as Director of Process Excellence for Cbeyond Communications, a publicly-traded, \$500M revenue telecommunications provider based in Atlanta, GA. Previously, Peter was a Master Black Belt with AT&T for 10 years.

Peter began his career in Japan as a visiting M.I.T. Scholar in 1986-87. There he worked with Dr. Edwards Deming, the noted American Quality expert. Peter learned first-hand Japanese quality practices including the Toyota Production System and Kaizen. Later, he served as Lead Instructor of Emory University's Six Sigma Program in Atlanta, GA. Peter has authored more than 60 articles on Lean Six Sigma and quality. He is a columnist for *APICS Magazine's* Operational Excellence column.

Peter holds a B.S. in Building Construction from the University of Florida, a Master's in Civil Engineering from M.I.T. and an MBA from Georgia State University. Peter serves as Chair of the ASQ Atlanta Section and is a member of APICS.



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Why Choose Riverwood Associates for Lean Six Sigma Training?

Riverwood Associates is a leading provider of Lean Six Sigma training for businesses and individuals. Our trainers are industry practitioners with more than 25 years of experience in the practical application of Lean Six Sigma methods and techniques. Riverwood Associates training programs are interactive, combining instruction with actual problem-solving applications. We provide training that enables participants to build problem-solving skills, streamline operations in their businesses, and increase profitability, quality, and customer satisfaction.

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