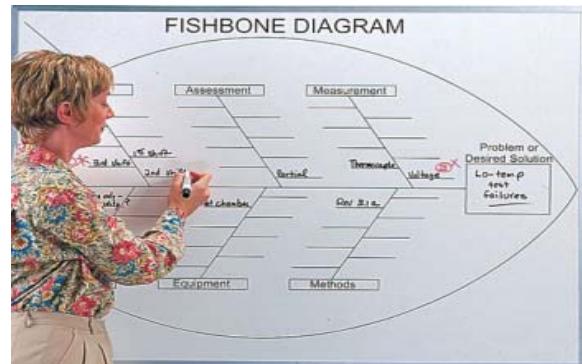


PPSRA – Problem Solving and Root Cause Analysis

A **problem** exists when there is a gap between the current performance level of a process, product or service and the desired performance level.

Problem solving is a systematic process to identify the root cause of the gap, and taking corrective action to eliminate the gap and keep it from occurring in the future.



The workshop covers the following topics (can be customised to suit the business needs):

Problem Solving tools include

- Plan-Do-Check-Act
- 7 Quality Tools
 1. Cause and Effect Diagrams
 2. Check Sheets
 3. Control Charts
 4. Histogram
 5. Pareto Chart
 6. Scatter Diagram and
 7. Stratification
- Flow Charts
- Brain Storming
- Nominal Group Technique
- Affinity Diagrams
- Root Cause Analysis using The 5Why Analysis
- 5 Steps to Problem Solving (Identify, Analyze, Evaluate Alternatives, Implement and Standardize)
- Standardized Work Practices.

Benefits - The benefits an organization can expect are:

- Improved processes
- Better quality resulting in less scrap and rework
- Improved customer satisfaction as a result of the better quality
- Reduced overall cost from fixing the root causes

The workshop is suitable for Managers, Supervisors and Team Leaders from Production, Quality Assurance, Maintenance and other relevant functional areas.

This workshop can be linked to the following unit standards:

8087 (Level 3, Credits 5) - Use core quality management tools

21515 (Level 3, Credits 5) - Undertake root cause analysis in a competitive manufacturing organization

Contact Productivity Institute to book your workshop(s) or for further information

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