

# GBMP Root Cause, Corrective Action (RCCA)

**THIS WORKSHOP INTRODUCES SEVERAL TECHNIQUES THAT ARE USED TO IDENTIFY, ANALYZE, AND SOLVE PROBLEMS IN THE WORKPLACE.**

**Overview:** After a short but effective problem-solving presentation, participants will gain hands-on experience with a variety of tools and techniques that can positively impact quality, cost and delivery. Participants will learn why Root Cause, Corrective Action, problem identification and problem solving are necessary to mitigate quality issues at the source. The course shows how these tools cut costs allowing team members more time for activities that deliver value to the customer. A variety of examples are introduced in the class and participants are given several hands-on opportunities to practice various Root Cause evaluation techniques. The class provides an excellent foundation for organizations implementing quality improvement procedures and systems to reduce defects at the source. Participants are encouraged to bring a problem to class.

**After taking this class attendees will be able to:**

- ✓ Determine the appropriate use of tools to reduce/ eliminate defects
- ✓ Explain how good practices impact quality, cost and delivery.
- ✓ Describe PDCA and the Six Step Problem Solving Process.
- ✓ Use a CEDAC to document, measure, quantify and break down problems in order to solve them.
- ✓ Describe how RCCA and PS can be used to focus additional improvement activities.
- ✓ Understand how supervisors and managers can best support and lead Quality improvement efforts.

**Who should attend?** This course is especially relevant for organizations that need to increase individual and team QI skills. It is designed to give participants hands-on practice applying proven root cause and corrective action techniques.

**Time Commitment?** 8 hours

**Course Outline:**

- Why do we need to learn how to identify and solve problems?
- Root Cause Corrective Action
- Problem Solving Maturity Index – how does your organization match up?
- Hands-on practice using the seven QC tools to drive Quality Improvement (QI).
- How to use RCCA/CA and PS day-to-day and over time



617-710-7033



[JMillman@gbmp.org](mailto:JMillman@gbmp.org)  
[www.gbmp.org](http://www.gbmp.org)



Boston, MA