



# Root Cause Analysis (RCA)

All problems are challenges to improve the system, and beneath every problem lies the root cause.



**Your instructor:**

**Helen Swanson** is Director of Quality at Sportech Inc. Her previous experience includes Quality and Continuous Improvement positions with Sleep Number, E&O Tool and Plastics, and Mid-Continent Engineering. Helen received a B.Ch.E degree from the University of Minnesota.

Does the desire to act overpower the need to understand? Understanding the problem, the process, the people and the distinctions between the types of causes are all stepping stones to effective root cause analysis to permanently eliminate problems from recurring. When structured methods and tools are used, this can be accomplished.

**Course Objectives:**

After completing this workshop you will know:

- ◆ RCA Principles and Process Steps
- ◆ Importance of Group Dynamics and having the RIGHT team
- ◆ Tools to assist in thoroughly defining the Problem Statement
- ◆ RCA tools for identifying symptoms, contributing causes and root causes
- ◆ Why the 5 Why Technique isn't always enough
- ◆ Pros and cons of using the most commonly known RCA tools
- ◆ Importance of performing data collection and validation

**Who Should Attend:** Engineering, manufacturing support staff, and any individual involved in determining the root cause of problems or implementing continuous improvement.

**Tuesday, December 8, 2020 8:00 a.m. - 4:00 p.m.**

**Fee:** **MA members** \$335 per person **Non-MA members** \$435 per person  
*Receive a 10% discount if you register 14 days prior to the event*

**Location:** **Manufacturers Alliance Training Center**  
8421 Wayzata Blvd, Suite 190  
Golden Valley, MN 55426  
(For directions and map go to [www.mfrall.com](http://www.mfrall.com))

**Register:** Registration is required. Reserve on-line at [www.mfrall.com](http://www.mfrall.com), by 3:00 pm by December 6, 2020. **Your satisfaction is guaranteed.**

**Cancellation Policy:** **No refunds** for cancellations after 3:00 p.m., December 6, 2020, or for no-shows at workshop. *(Substitutions are accepted.)*