

REGISTRATION FORM

This is a one-time, exclusive program. Mark your calendars and plan on attending.

Investment:

Members of the Safety Council of Northwest Ohio or American Society for Quality: Only \$225 per person!! After August 1st \$250.00

Non-members: \$325.00 per person and \$350.00 after August 1st.

September 11, 2015

REGISTRATION FORM

Attendees Name(s)

1. _____

2. _____

3. _____

4. _____

5. _____

Company Name:

Address:

City: _____ Zip: _____

Phone #:

E-mail:

Question? Contact:
8015 Rinker Pointe Court
Northwood, Ohio 43619
Phone #: (419) 662-7777
Fax #: (419) 662-8888
www.scnwo.com

Cancellations less than 24 hours in advance and no-shows are responsible for the full registration fees. Substitutions may be made at anytime. Non-members must prepay.

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**Safety Council of Northwest Ohio
8015 Rinker Pointe Court
Northwood, Ohio 43619
(419) 662-7777
www.scnwo.org**

Root Cause Analysis for Safety & Quality

PRESENTED BY:



WITH



**September 11, 2015
At The Safety Council of
Northwest Ohio
8:00 a.m.—4:00 p.m.**

**8015 Rinker Pointe Ct.
Northwood, OH 43619**



**Presenter:
Duke Okes**

Duke is a knowledgeable architect focused on quality management technologies. His primary focus is on process management, performance metrics, internal auditing, and root cause analysis. He is an ASQ Fellow and holds CMQ/OE, CQE and CQA certifications, as well as degrees in technology, business and education. He is the author of Root Cause Analysis: The Core of Problem Solving and Corrective Action and Performance Metrics: The Levers for Process Management.



Online registration is available at: www.SCNWO.org

ROOT CAUSE ANALYSIS

COURSE SUMMARY

The Safety Council of Northwest Ohio in partnership with the American Society for Quality is proud to offer this 1-day course consisting of lecture, discussion, examples and practice that will provide attendees with an understanding of how to analyze a system in order to identify the root causes of problems. The course provides a 3-part, five-step model for problem diagnosis and where many common quality tools fit into the process. The model is applicable to both quality and safety-type investigations.

COURSE TIMES: 8:00 a.m.—4:00 p.m.

COURSE OUTLINE

THE CORRECTIVE ACTION PROCESS

- Correction vs. corrective action
- Risk filters for deciding depth of analysis
- What a root cause really is

THE PROBLEM DEFINITION

- How to ensure that the right problem is being worked on
- Tools and filters for priority setting
- Developing a clear and sufficient problem statement

UNDERSTANDING THE PROCESS

- How every problem is a process failure
- Using flowcharts to drill down into the right part of the process
- Perspectives on human error diagnosis

IDENTIFYING POSSIBLE CAUSES

- Five ways to identify possible causes
- Three options for selecting or eliminating causes
- Logic trees as a cause & effect diagrams on steroids

DATA COLLECTION & ANALYSIS

- Data collection strategies
- Selecting the right data
- Interpreting the data

SOLUTION IMPLEMENTATION & FOLLOW-UP

- Identifying and implementing solutions
- Following up to evaluate impact
- Institutionalizing the change

ORGANIZATIONAL/PEOPLE ISSUES AFFECTING RCA SUCCESS

- Individual and cultural issues
- Resourcing the process
- What to watch out for when reviewing completed CARs