

## Root Cause Analysis

Root Cause Analysis (RCA) is a methodology for finding and correcting the most important reasons for performance problems. It differs from troubleshooting and problem-solving in that these disciplines typically seek solutions to specific difficulties, whereas RCA is directed at underlying issues.



Don't just put a bandage on a problem - discover a disciplined approach to problem solving. Once a root cause is identified and remedied, final system outcomes improve, preventing it from occurring again.

**Who should attend:** Quality, Safety, Risk, and Reliability Managers; Process Engineers, Operations Supervisors, Process Owners, and anyone who wants to improve their ability to solve recurring problems.



**Instructor: Megan Burns, Regional Managing Director, InSource Solutions**

*Megan has more than 20 years of industrial engineering and supply chain management experience. She is former Founder/President of Operations Strategy Consulting, LLC, holds a B.S.M.E. from Gannon University (Erie, PA), and an MBA from Penn State University.*

### Program Topics:

- Problem definition
- Understanding the process
- Identifying possible causes
- Data collection
- Data analysis
- Process improvement

**April 10, 2018  
8:00am-4:00pm**

**DuBois, PA**  
DuBois Diner  
150 DuBois Ave

**Cost: \$360**

**To register or for more information:**  
[nwirc.org](http://nwirc.org) / 814-898-6888  
[mreichard@nwirc.org](mailto:mreichard@nwirc.org)

