IMPROVE

Driving Impact for Manufacturers

PDCA Problem-Solving

Overview

This class will provide you the basic concepts of problem solving and root cause analysis pertaining to the Plan, Do Check, Act (PDCA) process. You'll learn how to use PDCA to define the problem, analyze the problem, develop a plan to fix the problem, implement the solution, and conduct proper follow-up. The course will focus on the 5W2H process for problem investigation, use of cause-and-effect diagrams, 5-Why techniques and how to determine root cause and to develop permanent countermeasures that address the root cause. In addition, you'll explore the different sources of variation and how to use cause and effect logic to validate the problem analysis was done properly.

Learning Objectives:

- Introduction to problem solving and root cause analysis
- Introduction to PDCA cycle
- Using 5W2H process for problem investigation
- Identifying immediate countermeasures
- Creating a problem definition statement
- Construction the cause and effect diagram and primary factors
- Performing a 5-Why analysis
- Determining root cause
- Identifying permanent countermeasures

In-Person Training

Corry Higher Education Center
221 W. Center St, Corry

February 7, 2024
8:30am-4:30pm
(Lunch is provided)

Cost: $399

Register at:
www.nwirc.org/events

Instructor: Max Krug, Future State Engineering

Max has over 30 years experience in operations, including 16 years' consulting companies in a variety of sectors.
He earned a Bachelor of Science in Industrial Engineering from Alfred University and a Master of Business Administration from St. Bonaventure University.