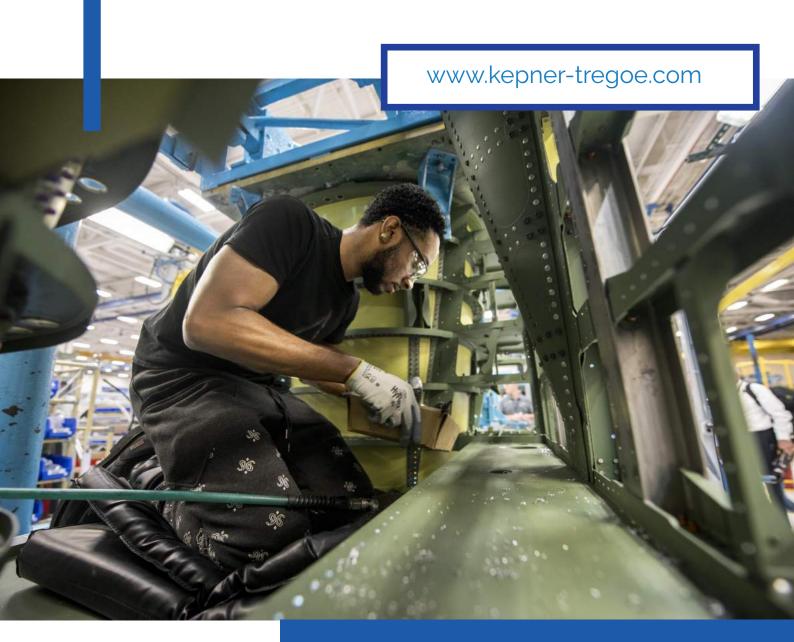


# ROOT CAUSE ANALYSIS WITH SIMULATION



# Build advanced Root Cause Analysis capabilities in a technology-enabled simulated learning environment

This workshop is a highly intensive program focused on finding the root cause of a problem. It provides the audience with a data-driven approach to problem solving.

The capabilities learned are enhanced by applying them in a safe-to-fail simulated environment. You will be challenged to apply the skills quickly and efficiently under pressure with immediate visual feedback. Through repetitive practice, the adoption and transfer of skills is accelerated.

## **Key Benefits**

## Learn the proven KT methodology for Root Cause Analysis

Adopt a systematic process for Root Cause Analysis which can be applied across all industries and organisations - from describing the problem, to identifying possible causes, to evaluating possible causes, and confirming the root cause

## Solve recurring problems

Learn to identify and solve problems that have reappeared after previous attempts to correct them to solve them permanently

#### Integrate KT into your Root Cause Analysis toolbox

Discover how to seamlessly integrate KT's Root Cause Analysis with programs like 5 Whys, Ishikawa Diagram, 8D, Six Sigma, Lean, ITIL®, and CAPA to strengthen your overall Root Cause Analysis capability

### Solve problems under pressure

Minimise trial-and-error by systematically assessing and narrowing down possible causes against facts before taking action. Use only the appropriate amount of troubleshooting process required

#### Fast track adoption of skills with technology-based simulation

Elements of cloud-based simulation and gamification are built into the workshop to provide a safe-to-fail environment for applications. Be challenged with realistic scenarios where you will need to think and act quickly under pressure

"[The simulation...] was a phenomenal addition to the content presented in the course. It reinforces the skills and shows real world application."

-- Problem Manager at a major US Bank

KT offers customised capability development programs to enhance core learning, including successful planning implementation, documenting investigations, program leadership, process coaching, and process facilitation. These are all available upon request.

# **Standard 3-Day Outline**

Hour	Day 1	Day 2	Day 3
0.0	Process Overview	Day 1 Review	Simulation Introduction
1.0	Discovery Case Practice	Problem Specification Exercise	Simulation Discovery Scenario
1.5	Break	Break	Break
2.0 -	Problem Analysis: Process Demonstration	Problem Analysis: Describe Problem	Simulation Process  Demonstration
2.5 -	Problem Analysis: Describe Problem	Case Practice 2	
3.0 -	Problem Analysis:	Problem Analysis: Distinction & Changes	Appraise & Specify
3.5	Describe Problem  Case Practice 1	Problem Analysis:	Practice: Simulation Scenario 1
4.0 -	Problem Analysis: Evaluate Possible Causes & Confirm True Cause	Distinction & Changes Case Practice	Causes, Test & Action
4.5 <b>-</b> 5.0 <b>-</b>	Lunch	Lunch	Lunch
5.5 <b>-</b> 6.0 <b>-</b>	Problem Analysis: Evaluate Possible Causes & Confirm True Cause	Types of Problem (Problem Analysis Techniques)	Practice: Simulation Scenario 2
6.5 -	Case Practice 1	Break  Droblem Analysis Video	Break
7.0 -	Break  Questioning & Listening Skill	Problem Analysis Video	Simulation Scenario 3
7.5	Questioning & Listening Skill	Problem Analysis: On-Job Application	Simulation Scenario 4
8.0 <b>-</b> 8.5 <b>-</b>	Case Practice		Closeout & Evaluate
9.0	Review	Review	Otoscout a Evaluate

# TRANSFORM A TEAM OF EXPERTS INTO AN EXPERT TEAM

Simulation-based training educate, train, and provide practices in a safe-to-fail environment, which provides attendees with the confidence to manage similar real-life scenarios. It can transform a team of experts into an expert team.

#### **View Course Schedule**

Contact us at these locations or visit www.kepner-tregoe.com



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