



Root Cause Analysis for Today's World

Saving you time and money

Virginia Manufacturers Association
Richmond, VA.

Utilize the KEPNERandFOURIE™

Root Cause Analysis Skills

- prioritize issues amongst conflicting stakeholders
- solve operational problems quickly and effectively
- make decisions with the commitment of stakeholders

www.vamanufacturers.com
www.thinkingdimensions.com

Improving Performance through
the KEPNERandFOURIE™ Root
Cause Analysis methodology

**You will learn how to use
these Root Cause Analysis
Thinking Skills for immediate
application in your workplace**

**Assess Problem Situations
Accurately & Comprehensively**
Identify and prioritize issues with
essential critical thinking skills

Solve Problems Quickly and Effectively

Eliminate time and resource waste with a
systemic approach to problem solving
and informed decisions

Who

Should Attend?

- Directors
 - Managers
 - Administrators
 - Department Heads
 - Supervisors
 - Project Managers
 - Portfolio Managers
 - Program Directors and Managers
 - Commissioned and non-commissioned officers
- ... and all management, supervisory or professional staff that are looking to increase their critical thinking skills through confident problem solving and decision making techniques.

Welcome

Dear Fellow Professional,

Problem Solving is a fundamental skill of LEADERSHIP. Yes, problem solvers must be adept at the management of resources, but the most successful leaders are better than average problem solvers. Establishing and meeting deadlines, milestones and performance objectives are all necessary and serve their designed purposes. Knowledge of the tools of problem solving and understanding how to make the best use of these methodologies are core tenets of exceptional leadership. The margin of excellence is found in the problem solver who understands, appreciates, and demonstrates core problem solving skills— and gets others on board to implement effective solutions.

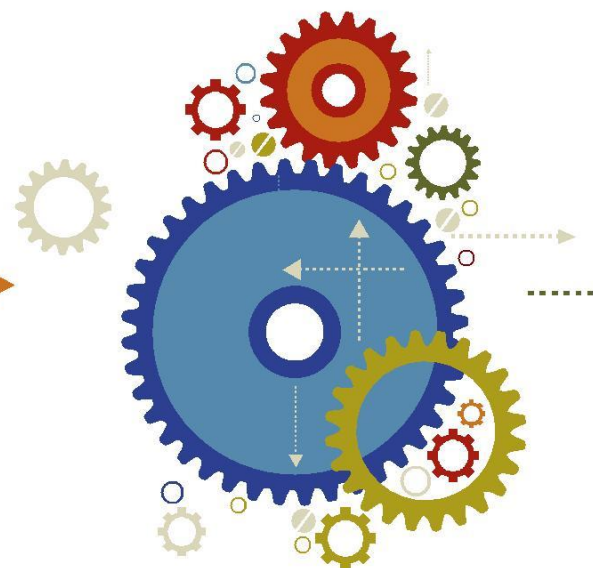
This comprehensive and dynamic two-day course will offer new ways to view and address the all too familiar challenges in today's workplace. From prioritizing issues, to problem solving, to implementing solutions, to increasing success in a virtual environment, to honing practical communication skills, to properly dealing with workplace conflict and change — this course will offer unique perspectives on leadership and provide you with problem solving skills & tools to help you leverage your current subject matter expertise to maximize your own success as a superior problem solver...and leader.

You will learn all of these elements and the key components of the KEPNERandFOURIE™ problem solving skills set.

We look forward to seeing you in Richmond, Va. on our Root Cause Analysis program.

Sincerely,

Thinking Dimensions &
Virginia Manufacturers Association



8:30

Coffee

9:00

Module I: Introduction of Critical Thinking Skills

This module will focus on:

- Understanding thinking as a process
- Reviewing the 5 essential critical thinking skills
- Evaluating the concepts of divergent and convergent thinking patterns in problem solving
- Integrating systemic, rational and intuitive thinking skills into the managerial mindset

Module II: Prioritize all your issues-with stakeholder commitment

This module will focus on:

- Utilizing the systemic KEPNERandFOURIE™ process for prioritization
- Gaining the input and commitment of conflicting stakeholders
- Eliminating extraneous information through proper questioning techniques

12:00

Lunch Break

1:00

Module III: Root Cause Analysis and Problem Solving Skills

This module will focus on:

- Learning the KEPNERandFOURIE™ model for technical problem/incident resolution
- Learning techniques for destructive testing of causal statements
- Testing and verifying true cause from causal statements
- Determining the Root Cause-People, Processes, Procedures

Module IV: Skills Application

This module will focus on:

- Case study exercises on Root Cause utilization drawn from real life examples
- Practical application of the critical thinking and problem solving skills learned
- Demonstration of problem solving implementation and techniques

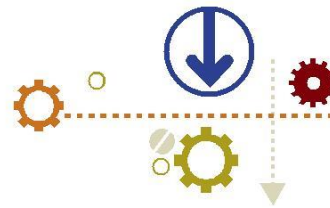
4:00

Day 1 Adjourns



RCA & Decision Making

Day 2



8:30

Coffee

9:00

Module V: Introduction and Overview to Root Cause Analysis

This module will focus on:

- Reviewing concepts from Day 1
- Determining stakeholders involved in decision making
- Gaining commitment and buy-in to decisions
- Analyzing how to take decisive action during a “what to decide” scenario

Module VI: Decision Making Skills

This module will focus on:

- Utilizing creative approaches to structure brainstorming
- Developing the core requirements to successful decision making
- Creating workable and practical solutions with limited resources

12:00

Lunch Break

1:00

Module VII: Decision Making Skills

This module will focus on:

- Generating decisions in the absence of viable alternatives
- Evaluating, deciding and maximizing available alternatives
- Making “rolling decisions” to respond to the common problem of “needing to find a way to...”
- How to reduce Risk and protect your decision

Module VIII: Review and Skills Application

This module will focus on:

- Case study exercises of problem solving utilization drawn from real life examples
- Practical application of the decision making skills learned
- Demonstration of effective decision making
- Integrating critical thinking skills for positive results

4:00

Day 2 Adjourns



Top 5

reasons to Attend

1

Evaluate
and improve your critical
thinking skills for increased
performance and results

2

Achieve
and solidify stakeholder
buy-in and commitment
to critical decisions
with confidence

In-House Training and Customization

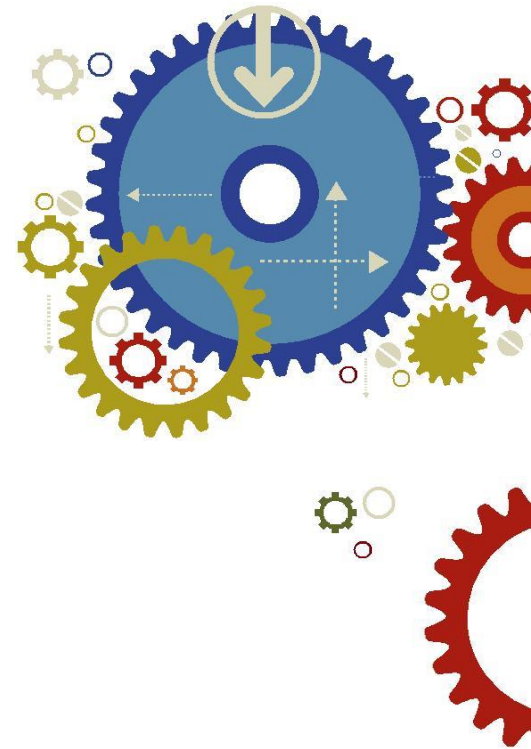
On-site delivery of single courses, certification programs and entire packages of specialized courses are available in the following areas:

- Strategic Planning
- Performance Management
- Project Management
- Lean Six Sigma
- Workforce Management
- Leadership and Change
- Root Cause Analysis for IT
- Critical Thinking Skills

For more information about in-house training options available to you, please contact;

billdunn@thinkingdimensions.com

703-865-6700



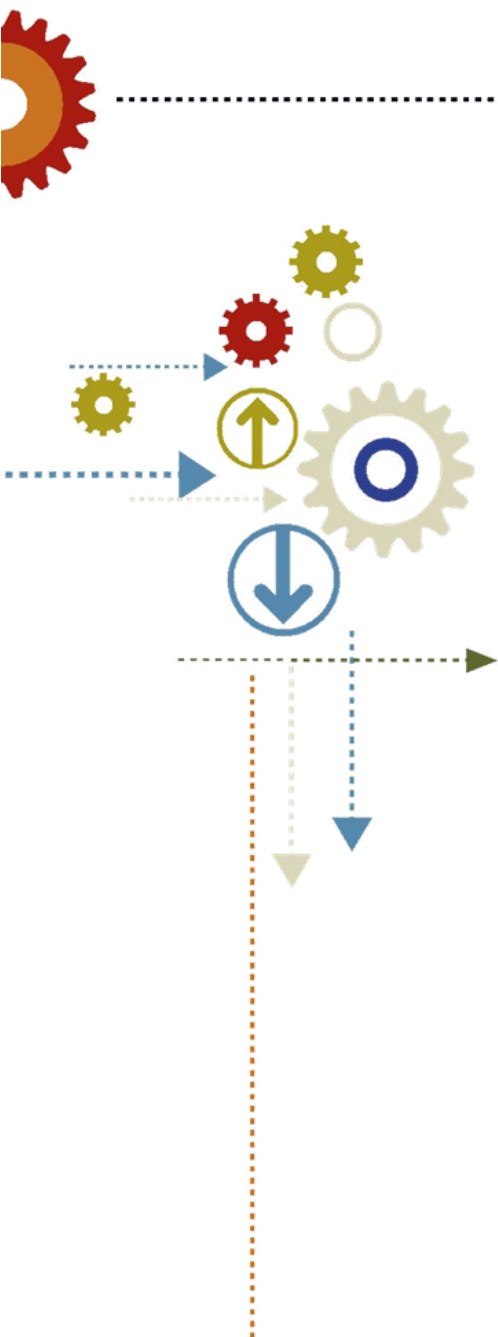
Manufacturing Skills Institute Membership

To learn more about Manufacturing Skills Institute, please contact Victor Gray at 804-643-7489 or email him at vgray@vamanufacturers.com

3 **Eliminate**
wasteful outcomes by
using divergent and
convergent thinking
techniques

4 **Cascade**
and promote improved
performance in your
organization with
enhanced problem
solving abilities

5 **Engage**
in hands-on, in-depth
discussions and exercises
on improving leadership
and management through
rational, intuitive and
systemic decision making



About Virginia Manufacturers Association

Our mission is to identify study and disseminate the leading management innovations pioneered by the “best-in-class” organizations.

Through our conferences on pressing issues, interactive training programs for Virginia manufacturers, best practice research and strategic consulting services, the Institute provides cutting edge expertise in the design, implementation and evaluation of strategies to solve operational and managerial challenges and enhance organizational performance.

About Thinking Dimensions

Thinking Dimensions is the global leader in the design and delivery of the KEPNERandFOURIE™ range of critical thinking skills. The focus is on better, faster and more flexible problem solving applications

Tuition and Group Discounts

The fees for the Root Cause Analysis program for Today's Leaders are:

Event Details:	
\$1200/participant	Includes all materials and a light lunch

Credit Hour Information

CPE Credits: 12

Quality Assurance

The Virginia Manufacturers Association strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided at the end of the course. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to:

Virginia Manufacturers
Association
Large Conference Room
2104 West Laburnum Ave
Richmond, VA. 23227

We will evaluate individual complaints in a context of collective comments from the event.

For more information on group discounts for Root Cause Analysis for Today's Leaders please contact Bill Dunn at 703-865-6700

Venue

Root Cause Analysis for Today's World course will be held at facilities at:

Virginia Manufacturers Association
Large Conference Room
2104 West Laburnum Avenue
Richmond VA. 23227
Venue Questions: 804-643-7489
Registration Questions: 703-946-1141