



ROOT CAUSE ANALYSIS

WHO SHOULD ATTEND?

Production, Factory, Product, Process, Line, Project – Supervisors, Line Leader, Planners, Executives and People involved in Hands-On Production Management and Operations!



SMI LEARNING OBJECTIVE

- SMI SKILL ONE** Production Problems – Physical, Human and Systems Causes (Symptoms vs Cause)
- SMI SKILL TWO** Data Collection Worksheet – Discuss BEST Production/Quality Data to Confirm Problem
- SMI SKILL THREE** Case Study – Conduct ‘Digging Deep’ Analysis on Delivery Mix-up at Warehouse
- SMI SKILL FOUR** Production ‘Weak Spot’ Troubleshooting – Develop and Implement Team Solutions!
- SMI SKILL FIVE** Discuss RCA Leadership Styles – Manage Difficult Staffs and Boss
- SMI SKILL SIX** Present RCA Success and Areas of Improvement – Secure Top Management Support
- SMI SKILL SEVEN** Brainstorm Production Standardisation, Problem Prevention and Control Strategies!

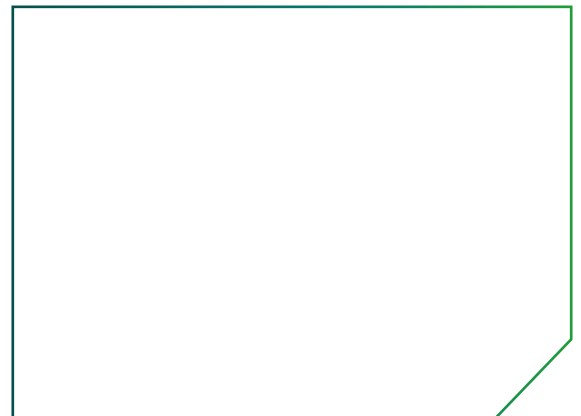
“ THE WORLD HAS CHANGED ”

The IMPOSSIBLE Happened! A Worldwide Shutdown 2020; this CHANGES EVERYTHING in Production Operations and a NEW NORMAL will emerge!

A Worldwide Recession, Business Model Change, Work from Home, Communication Delays, Reduced Investments, Compulsory Health Screening, IT Dependence, etc.

The more ‘adept’ companies will achieve Profits Faster. We MUST expect Supply Chain Disruptions, Vendor Financial Meltdown, Lack of Materials, Slow Operations, Unpredictable Demands and a myriad of NEW CHALLENGES, NEVER EXPECTED!

The PRODUCTION RESET in Rethinking ‘Traditional’ Strategies, Persuade Stakeholders to CHANGE and Support New Initiatives – Creative Strategies, Practical Solutions and Move Away from Current Practices – It requires a Paradigm Shift!





ROOT CAUSE ANALYSIS

Smart Production –
Prevent REPEATED
Production Failures
and Team Problem
Solving

PART A “ ROOT CAUSE ANALYSIS and TEAM SOLUTIONS ”

- 1. The ‘Smart’ Production 2021** – Customer Orders, Material Delays, Worker Retrenched, Cost Down Pressure, etc.
- 2. Production Root Cause Analysis** – Focus Key Problems and Preventive Action to Avoid Repeated Problems!

PART B “ JUST-in-TIME PRODUCTION STRATEGIES ”

- 1. PRODUCTION PROBLEMS – PRIORITISE and FOCUS**
 - A. Production Pitfalls and Repeated Problems** – ‘Quick Fix’, Emotional and Focus on Minor Issues
 - B. Prioritisation and Focus** – Low Hanging Fruits, Pareto 80/20, Customer Needs and Quality Metrics!
 - C. SMI Skill ONE** – Production Problems – Physical, Human and Systems Causes (Symptoms vs Cause)
- 2. DATA COLLECTION and PROBLEM ‘CONFIRMATION’**
 - A. Production Problem Causes** – Negative Pattern, ‘Hidden’ Issues and Actions Causing Failure!
 - B. Primary and Secondary Data Collection** – Proof of Problem, Duration and Production Impact
 - C. SMI Skill TWO** – Data Collection Worksheet – Discuss BEST Production/Quality Data to Confirm Problem
- 3. ROOT CAUSE ANALYSIS – ‘BEST’ TOOLS**
 - A. Question FACTS and FIVE ‘WHYS’** – The ‘SO WHAT Questions’ and Drill Down for Big Picture!
 - B. Develop Cause and Effect Diagram** – Chart Possible Causal Factors and Identify ACTUAL Problems
 - C. SMI Skill THREE** – Case Study – Conduct ‘Digging Deep’ Analysis on Delivery Mix-up at Warehouse

PART C “ RCA TEAM DEVELOPMENT – PRO-ACTIVE SOLUTIONS ”

- 4. PREVENT ‘REPEATED’ PRODUCTION PROBLEMS**
 - A. Pro-Active Production Solutions** – Planning, Spot Failures, Positive/Negative Impact and Kaizen
 - B. Production Continuous Improvement** – RIGHT Problem, Pro-Active Solutions and Team Learning
 - C. SMI Skill FOUR** – Production ‘Weak Spot’ Troubleshooting – Develop and Implement Team Solutions!
- 5. RCA TEAM IMPLEMENTATION SUCCESS**
 - A. RCA Team Leadership** – Getting the RIGHT Staff Develop a Team of Capable Line Leaders/Operators
 - B. Secure RCA Resource Support** – Present Kaizen Proposal, Secure Budgets and Manpower Commitment!
 - C. SMI Skill FIVE** – Discuss RCA Leadership Styles – Manage Difficult Staffs and Boss
- 6. MONITOR RCA IMPLEMENTATION – PROGRESS and RESULTS**
 - A. Develop RCA Monitoring Toolkits** – Measure Milestones, Scheduling and Select RIGHT PIC
 - B. Identify RCA Corrective Actions** – Cost Benefit, Specific vs Generic and Long Term Solution
 - C. SMI Skill SIX** – Present RCA Success and Areas of Improvement – Secure Top Management Support

PART D “ RCA CULTURE for PRODUCTION EXCELLENCE ”

- 7. STANDARDISATION and PROBLEM PREVENTION**
 - A. High Risk/Cost Production Focus** – Target vs Results, Overcoming Challenges, and Team Solutions
 - B. Develop Pro-Active RCA Programme** – Potential Problems, RCA Projects, Learning and Documentation
 - C. SMI Skill SEVEN** – Brainstorm Production Standardisation, Problem Prevention and Control Strategies!