



PROBLEM SOLVING: DETERMINE THE ROOT CAUSE



Course Information

Course Name	Problem Solving: Determine the Root Cause
Course Designer	World Wide Industrial and Systems Engineers
Course Category	Hazard Communication
Course Duration	4 minutes

Course Overview

This shows you how to correctly identify the source of a problem and generate a comprehensive understanding of the issues. The course describes 11 essential questions to ask to help you discover the root cause of any given problem. You'll also learn how to apply 2 useful tools, the "5 whys" technique and a cause and effect diagram, to generate solutions. The course concludes with tips on how to effectively utilize all available resources and reach out to your associates for information. This course is the third instalment of our Problem Solving series. It includes a final exam and a printable course document for easy reference.

Problem Solving: Determine the Root Cause

Who should attend?	• Investigations team • Quality assurer • Management Representative • Health and Safety Representative • Risk Assessor
Course Objectives	In this course you will: • Identify the cause of a problem by asking questions and gathering facts • Generate solutions using the “5 whys” technique and a cause and effect diagram
Benefits	• Delegates return with in-depth knowledge and a new skill enabling them to find permanent solutions and not just fixes to problems. • Delegates will be able to guide a team or participate in a team environment and offer new in-depth methods to resolving the problem, seeing it in a different light with a best solution approach

Course Content

Course Modules	1. Course Description 2. Fact finding 3. Questions to ask 4. The “5 Whys” technique 5. Cause and Effect diagram (fishbone diagram)
Certification	• Certificate of competence • Certificate of attendance
Assessments	• If applicable, an assessment at the end of the course will be required. • A minimum of 60% is to be achieved to attain a Competence Certificate. • If you achieve lower than 60% but get between 40 – 59% a second attempt will become available. • If you get lower than 40% and fail the second attempt, you will need to re-purchase the course. • If applicable, an attendance certificate is awarded to you

About WWiSE

Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions and systems implementation firm based in Southern Africa that provides clients with effective business processes and Safety, Health, Environmental, Risk and Quality (SHERQ) management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business and Project Management.

What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge and competitiveness of client companies. The service range includes:

- ISO and SHERQ Systems implementation services whereby we assist client companies in meeting the requirements of ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, 22301 and 45001 standards.
- Integrated Management Systems development whereby we integrate several business systems and environmental, quality management solutions into a single management system to comply with various environmental, quality and safety standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business and Project Management to meet the job responsibilities and expertise requirements of the International Standards.
- ISO and Legal auditing which includes gap analysis audits, product, process, procedural, and systems auditing by our registered SAATCA auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training and auditing