

and Enhanced Problem Sol

# Root Cause Analysis for Today's World

## Saving You Time and Money

Improving Performance with the  
KEPNERandFOURIE™ Root Cause  
Analysis methodology

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

Identify and prioritize issues with  
essential critical thinking skills

**Solve Problems Quickly, Effectively and  
Permanently**

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

2018 Root Cause Analysis Skills for  
Manufacturing Professionals  
March 7-8 May 15-16  
July 24-25 September 18-19

- Prioritize issues amongst conflicting stakeholders
- Solve problems quickly, effectively and permanently
- Apply the MAX4™ process to generate immediate actions for permanent solutions
- Go beyond True Cause to Root Cause

[www.thinkingdimensions.com](http://www.thinkingdimensions.com)

**Discounted Price**  
\$1250 per participant  
Contact for volume  
discount of 4+ per  
company

In-house Options  
available

# Welcome

Dear Fellow Manufacturing Professional,

We have been conducting our RCA for Manufacturers program worldwide since 1985. In January 2017, we partnered with the Virginia Manufacturers Association to offer this program to their membership at a discounted rate. It has been an resounding success with companies such as Philip Morris USA, Henkel, National Fruit Processors, Colonna Shipyard, Availvapor, General Dynamics OTS and others benefitting from this training. We will continue to work with the VMA in 2018 as well as offer this program directly to manufacturers on site.

Manufacturing professionals will be trained in the use of the KEPNERandFOURIE™ RCA methodology. This skill set will enable them to find the correct starting point for problem investigations. Participants will be taught how to ask a series of eight critical questions across several dimensions (time/location/user interface/uniqueness). This is amplified by creating contrasting data points to look at what problem “IS” and what if could have been, BUT (IS) NOT. Participants will array these data on KEPNERandFOURIE™ templates and use them, with their intuition and experience, to determine the true and root cause of a problem for testing and verification.

We look forward to seeing you on our Root Cause Analysis for Manufacturing Professionals program.

Sincerely,

**Bill Dunn**  
**Thinking Dimensions**

8:30

Coffee

9:00

## Module I: Introduction of KEPNERandFOURIE™ 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 critical thinking skills process

## 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
- Case Studies and own issues will be worked on

12:00 Lunch

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 and applied to own situation
- Demonstration of problem solving implementation and techniques

4:00 Adjourn

## THREE INVESTIGATION SKILLS

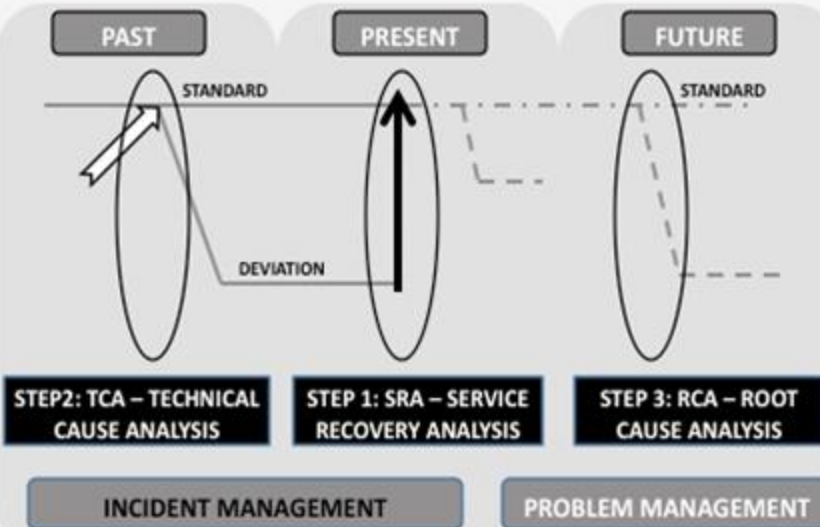
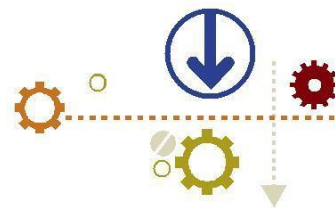


Diagram Intro

# 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

1:00

### Module VII: Decision Making Skills

This module will focus on:

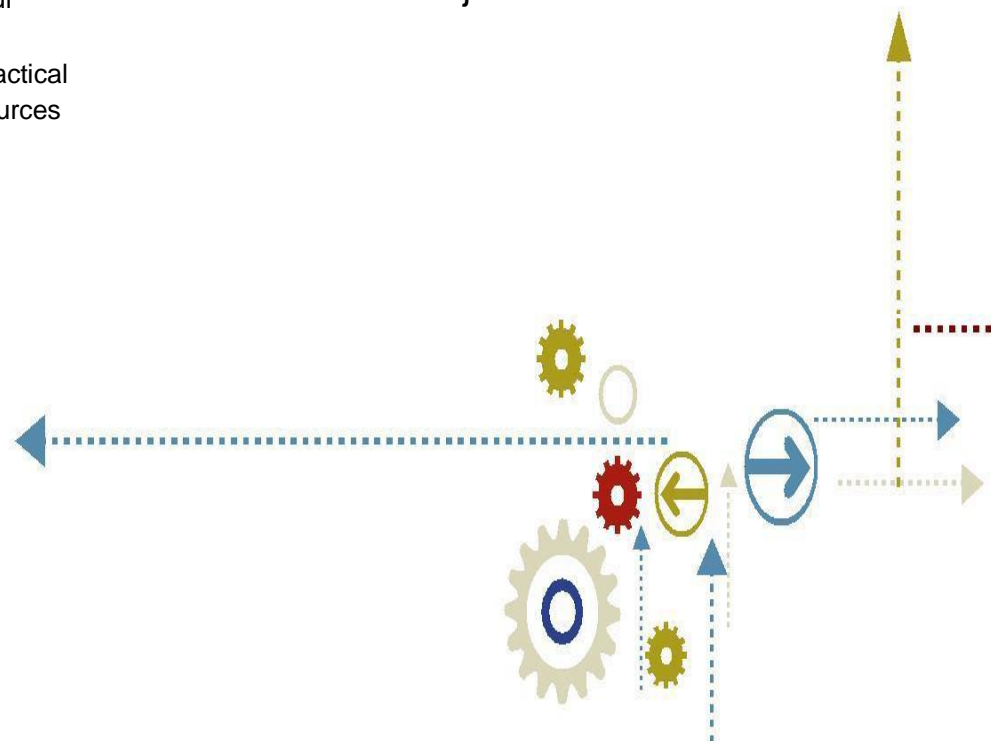
- Generating decisions in the absence of viable alternatives
- Evaluating, deciding and maximizing available alternatives
- Making “rolling decisions” to respond to the common problem of “needing to find a way to...”
- How to reduce Risk and protect your decision

### Module VIII: Review and Skills Application

This module will focus on:

- Case study exercises of problem solving utilizing 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 Adjourn



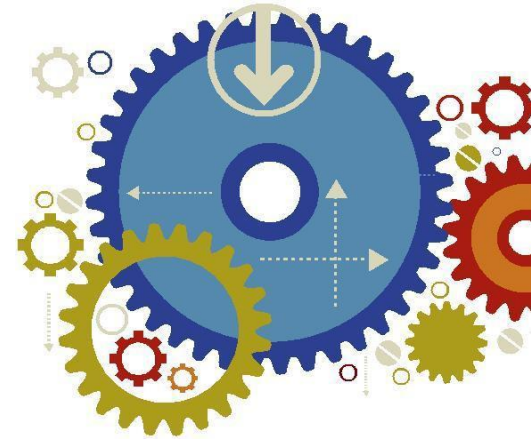
# In-House Training and Customization

On-site delivery of specifically designed courses, certification programs and entire packages of specialized courses are available in consultation with each client:

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

[billdunn@thinkingdimensions.com](mailto:billdunn@thinkingdimensions.com)

703-865-6700

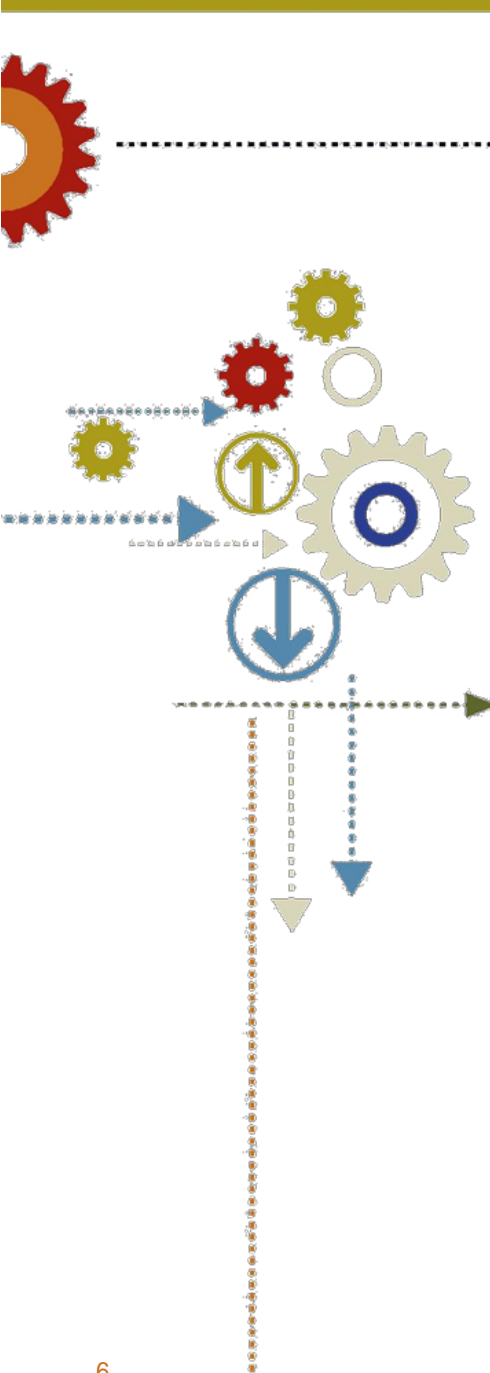


## Virginia Manufacturers Association

This program was started in January 2017 under the sponsorship of The Virginia Manufacturers Association. Because of its success, it is being extended and offered directly to Manufacturers in neighboring states.

## Top 5 Reasons to Attend

- 1 Evaluate**  
and improve your critical thinking skills for problem resolution
- 2 Achieve**  
And solidify stakeholder buy-in with commitment
- 3 Eliminate**  
wasteful outcomes by using divergent and convergent thinking
- 4 Cascade**  
and promote improved performance in your organization with enhanced
- 5 Engage**  
in hands-on, in-depth discussions and exercises to resolve problems quickly, effectively and permanently



## ▶ About Thinking Dimensions

Thinking Dimensions is the global leader in the design and delivery of the KEPNERandFOURIE™ range of critical thinking skills. Our focus is on better, faster and more flexible problem solving applications. This program has been specifically tailored to the needs of manufacturing professionals. Relevant case studies will be used to demonstrate the KEPNERandFOURIE™ processes. Learning takes place in small group applications to their real world problems.

### Fees and Group Discounts

The fees for the Root Cause Analysis program for Manufacturing Professionals are

\$1250/participant

Contact Bill Dunn of Thinking Dimensions to register 703-865-6700.

The fees include:

- Hard and electronic copies of the K-F process cards
- All Course Training Materials
- Case Studies
- Post Course telephonic support
- A light lunch each day

Group Discounts are available for 4+ participants from the same company. In House programs are also available and encouraged. For more information contact Bill Dunn at 703-865-6700

### **Dates :**

**March 7-8**

**May 15-16**

**July 24-25**

**September 18-19**

### **Venue**

VMA Training Room  
2104 W.Laburnum Ave  
Richmond, VA. 23227