

Root Cause Analysis And Decision-Making Models

Overview

This course introduces a structured and evidence-based approach to understanding workplace problems, identifying and verifying their root causes, and determining appropriate courses of action. Participants will learn how to define problems clearly, distinguish facts from assumptions, analyze possible causes, recognize operational constraints, and evaluate alternatives using practical decision-making tools.

Objectives

By the end of the seminar, participants will be able to:

- Define and analyze problems systematically.
- Identify and verify root causes.
- Evaluate options and risks.
- Recommend appropriate courses of action.

Who Should Participate

- Anyone interested in developing their problem-solving skills
- Managers, Supervisors, Team Leaders
- Business Owners

Key Topics

- I. Understanding Foundations of Problem-Solving and Decision-Making
 - a. The PSDM mindset
 - b. Reaction and Analysis
- II. Structured Approach in Problem Definition
 - a. Expectations and Deviations
 - b. Facts-Assumptions-Opinion-Symptom
 - c. Kepner-Tregoe Problem Specification
 - i. IS/IS NOT Thinking
 - ii. What-Where-When-Extent
- III. Analyzing and Verifying Causes: Evidence-Testing
 - a. Classifying Cause using Fishbone Diagram
 - b. Using a Root Cause Verification Matrix
 - c. Testing Cause Validity
- IV. Identifying and Managing Constraints
 - a. Introduction to Theory of Constraints
 - b. Application of 5 Focusing Steps
 - c. Case Studies: Applying the 5-Focusing Steps
- V. Developing and Evaluating Courses of Action
 - a. Generating Feasible Courses of Actions
 - b. Screening Alternatives: Kepner-Tregoe Musts and Wants
 - c. Evaluation of Best Course of Action
 - i. Weighted Decision Matrix
 - ii. Risk Assessment
 - iii. Decide-Recommend-Escalate Determination
- VI. Integrated PSDM
 - a. Applying Learned Concepts
Group Analysis and Presentation of: Problem - Evidence - Causes - Constraint - Options - Recommendation - Risk
 - b. Synthesis: Using PDCA Model for Continuous Development

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Website: www.businesscoachphil.com

Time

- 9:00 am - 4:00 pm

Venue

- Unit 705-D Atlanta Centre, 31 Annapolis St., Greenhills, San Juan City, Metro Manila

Schedule

- Please check our website, or you may call any of our customer representatives.
- Schedule may change without prior notice. Please call to confirm. BusinessCoach, Inc. is not liable for any expense incurred by seminar registrant resulting from cancellation of any of its events.

Seminar Fee

- Php 4,000.00 per participant (inclusive of snacks, lunch, seminar kit, handouts, certificate of attendance)

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