



DigiLEAF Inc. cordially invites you to attend **Root Cause Analysis and Risk Management Techniques**

In response to Clause 8 of ISO 9001:2008, this course intends to supplement the need for Corrective and Preventive Action by guiding the process owners in understanding the problem and its source. This course provides the thought process in root cause analysis from identification and verification. This will also run through root cause identification and risk management techniques where the latter is vital for process where there is minimal to no room for failure. Such tools are patterned from the toolbox of Six Sigma Problem Solving.

TOPICS

- I. Root Cause Analysis Roadmap
 - a.) ISO Clause 8 on the need for Data Analysis and Corrective/Preventive Action
 - b.) Understanding $Y = f(x)$ Thinking
 - c.) Differentiation of Symptoms from Root Causes
 - d.) Guidelines and Pitfalls in Identifying Root Causes
- II. Root Cause Identification Techniques
 - a.) Fishbone Diagram
 - B.) Process Fishbone
 - C.) Affinity Diagram
- III. Risk Management Context
 - A.) Need for Stringent Requirements
 - B.) Context of Risk
- IV. Risk Management Techniques
 - A.) Failure Mode and Effects Analysis (FMEA)
 - B.) Quality Functional Deployment (QFD)
- V. Roadmap from Root Cause Ideation until Solution Formulation

Duration: 1 day

About us...

DigiLEAF Inc. is a solutions provider founded to alleviate the level of service quality awareness and practices in an organization. It's mission is to help businesses achieve organizational excellence through the development of its human resources and leveraging the use of technology in business. DigiLEAF- **Leading Excellence Among Fellows** provides cost effective quality training programs, management, and consulting services.

BENEFITS FOR THE ATTENDEES

- Be able to perform Root Cause Analysis for non-compliance issues or failure in meeting customer-driven metrics/ requirements.
- Be able to work in teams to ideate potential drivers of problem
- Provide techniques on safeguarding processes or projects from its inception to inhibit any problem that may arise on the floor; suitable for cases where mistake or error should be at a minimum
- Be able to be guided in providing preventive and corrective action

TARGET AUDIENCE

- Operations/Support Managers
- Operations/Support Leads
- Quality Managers/Leads
- Process Leads/Engineers/Specialists
- QA/QC Leads/Specialists
- Project Managers/Leads
- Employees across ranks

Training Fee: P6,825.00 per participant (12% VAT inclusive). This fee includes AM/ PM snacks and lunch for each training day as well as all training materials. Call for group discount information.

For more details and registration contact: 864-0403 or 864-0596 look for our training coordinators

Cancellation/Payment Policies:

- Cancellations made within 3 working days prior to the first training day are charged in full.
- No shows from the beginning to last training day are charged in full.
- Payments should be made 3 working days prior to first training day.
- DigiLEAF reserves the right to cancel or postpone the schedule due to emergency reasons.