



## Root Cause Analysis Problem Solving

An introduction to problem solving tools and a formal method for determining the root cause of a problem. This one-day workshop will provide a chance to practice techniques that will enable you to develop and implement permanent solutions to persistent problems. You'll dig down and discover causes of problems, not symptoms. The class addresses the systematic way of troubleshooting a problem with techniques and tools that work for both individuals and teams. This workshop will provide individual exercises as well as group "hands-on" simulation throughout the day.

- \* Learn a formal approach to problem-solving
- \* Understand the "5-Why" technique, the positives and pitfall, and the best way to use it to find the root cause
- \* Learn basic root cause techniques such as fishbone diagrams, check-sheets and pareto analysis
- \* Understand and implement error/mistake-proofing techniques
- \* Gain teamwork skills by working on solving class exercises
- \* Prevent recurrences of problems by standardizing solutions
- \* Understand how root cause analysis is integrated into Corrective and Preventive Action
- \* Using A3s to communicate the problem and the teamwork involved in solving the problem

**Thursday, May 23, 2019, 8:00am - 5:00pm**

*Registration Deadline: May 9, 2019*

***\$295.00 per person***

***Register Here: [www.snead.edu/tbiregistration](http://www.snead.edu/tbiregistration)***

For more information, contact the Workforce Development Office:

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## ISO 9001 Internal Quality Systems Auditing

An overview of the requirements of the ISO 9001 Quality Management System and introduction to auditing in preparation for performing internal company audits. This two-day workshop provides hands-on practice in using ISO 9001 to evaluate and audit the critical processes of a quality system. It is designed for all areas of manufacturing and service, and covers key aspects of auditing within a firm and for vendors. Participants will receive a certificate of training for ISO 9001 Internal Auditing.

- \* Overview of ISO 9001 requirements
- \* Parts of the audit system
- \* How to plan and conduct an audit
- \* Auditing Techniques
- \* Writing the Audit Report
- \* Preparation for third-party certification
- \* Follow-up of Corrective and Preventive Actions

**Wednesday/Thursday, June 5-6, 2019, 8:00am - 5:00pm**

*Registration Deadline: May 22, 2019*

***\$380.00 per person***



Culverhouse  
College of Business

Alabama Productivity Center

## Automotive Core Tools Overview

An overview of the five automotive core tools. This one-day workshop provides a practical, effective approach to understanding the automotive core tools.

- \* Introduction of APQP(Control Plan), FMEA, and PPAP
- \* Introduction of MSA and SPC
- \* How to perform an internal audit of the various core tools

**Tuesday, June 4, 2019, 8:00am - 5:00pm**

*Registration Deadline: May 21, 2019*

***\$295.00 per person***