

INTRODUCTION

This two-day training provides participants with a structured approach to Root Cause Analysis (RCA) and problem solving using the 8D methodology, Lean thinking, risk-based analysis and AI-assisted techniques. Through practical exercises and case studies, participants will learn to identify root causes, analyse problems, develop effective corrective actions and prevent recurrence to improve quality and operational performance.

OBJECTIVE

- Participants will be benefit by being able to:
- Apply structured problem-solving and 8D methodology.
 - Identify root causes using effective RCA tools and data analysis.
 - Use AI responsibly to support problem investigation and analysis.
 - Develop corrective and preventive actions to prevent recurrence.

COURSE CONTENTS

Introduction to Root Cause Analysis	- RCA principles and structured problem solving - Symptoms vs root causes and fact-based decisions - RCA culture and continuous improvement
Problem Definition & Data Collection	- SMART problem statements and 5W2H - SIPOC diagrams and process mapping - Data collection, Gemba observations and sampling
Root Cause Identification & Analysis	- Pareto, Fishbone and 5 Why Analysis - Data analysis and AI-assisted RCA techniques - Root cause validation, Poka-Yoke and FMEA concepts
Corrective & Preventive Actions	- Developing effective solutions and risk assessment - Corrective and preventive action planning - Implementation, monitoring and effectiveness evaluation
Practical Exercises & Continuous Improvement	- RCA tools and case study exercises - Standardising improvements and updating SOPs - Preventing recurrence through continuous improvement

CERTIFICATION

Certificate of Attendance

TARGET GROUP

- Production Managers & Engineers
- QA/QC Personnel & Operations Personnel
- Manufacturing Supervisors
- Internal Auditor

METHODOLOGY

Interactive presentation	Case study	Group discussion
AI Demonstrations	Hands-on RCA Tools	

HRDF SBL-KHAS

Claimable



ABOUT SPEAKER

Trainer: Tang YK

Education

- B. Sc. Physics (First Class Honours), University Malaya

Qualification

- Nearly 30 years of experience in corporate training, operations and consulting
- Certified Global Supply Chain Black Belt (University of Tennessee)
- Certified Lean Six Sigma Yellow Belt
- Accredited HRD Corp Trainer
- Qualified FTEP FMEA Trainer
- Experienced in ISO 9001, ISO 14001, ISO 45001 and IATF 16949
- Experienced in process and supplier auditing, quality and productivity improvement

FOR MORE DETAIL, PLEASE CONTACT

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