

CAUSE MAPPING® - Effective Root Cause Analysis

Improve the way you communicate, document and SOLVE PROBLEMS

Time is wasted and misunderstandings occur because people *see problems differently*. This workshop provides valuable problem-solving skills that you can immediately apply within your organization. The Cause Mapping method is a simple, objective, evidence-based approach for breaking any issue into its cause-and-effect relationships so that everyone *sees the same, accurate information*.

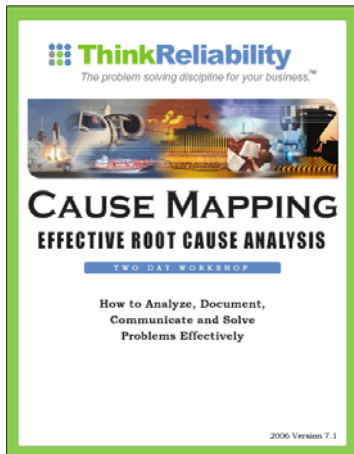
YOU WILL LEARN HOW TO:

- Analyze problems thoroughly and effectively
- Be more effective when solving problems in a group
- Communicate complex issues visually and verbally
- Take the emotion, opinion and speculation out of problem solving
- Develop a process/systems approach when managing your operations
- Anticipate problems to prevent them from occurring
- Frame each problem as an opportunity to learn more and improve
- Outline problems in the context of the overall goals
- Prioritize problems more efficiently and objectively

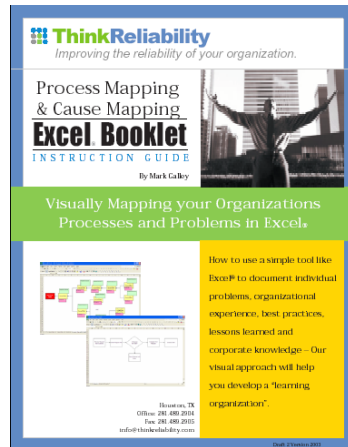
APPLICATIONS:

- Equipment failures
- People issues
- Production losses
- Safety incidents
- Medical errors
- Work process deficiencies
- Customer service problems
- Non-Conformances
- Catastrophic events

EACH ATTENDEE WILL RECEIVE:



The two-day Cause Mapping Workbook is 126 pages of explanation, examples and exercises that follow the workshop presentation.



The Excel® Booklet contains tips, skills and suggestions for creating Cause Maps and Process Maps using tools within Microsoft Excel®.



Our Microsoft Excel®-based templates will be provided electronically to all attendees. On Day 2, we will demonstrate how to use the tools within Microsoft Excel®, making it extremely simple to capture Cause Maps and Process Maps. Many people have used Excel® for years without knowing the powerful drawing tools that are built in the application.

ThinkReliability is an international consulting and training company; focused on improving the way individuals and groups analyze, document, communicate and solve problems. One of our veteran instructors, Mark Galley, will facilitate this workshop. After earning his degree in mechanical engineering from the University of Colorado, Mark worked at The Dow Chemical Company for nine years before working exclusively on facilitating group problem solving and incident investigation. He has taught the Cause Mapping® approach to many diverse groups, ranging from executives to managers and technicians in a wide variety of industries. Mark is a Certified Reliability Engineer through the American Society for Quality.

OBJECTIVE:

Teach individuals how to apply the basics of cause-and-effect to become better problem solvers.

Each person will learn how to better define problems based on their organization's overall goals, conduct a structured, objective, evidence-based analysis, and identify the best solutions for improving your organization's processes.

WORKSHOP FORMAT:

Day 1 Discussion Points

- Relationship between process & cause-and-effect
- Risk, prevention & problem solving
- The cause-and-effect principle – basic lessons
- Case studies and exercises

Day 2 Discussion Points

- Elements of a thorough investigation
- Documenting an incident – various formats, Excel®
- Leading/facilitating a problem solving session
- Getting started in your group right now

TESTIMONIALS:

- *"Excellent workshop! Cause Mapping is an easy-to-follow process that should be implemented at every level within our organization."*
- *"Truly the CliffsNotes® for Six Sigma, Lean Manufacturing and Total Quality Management. This workshop will teach you in two days (versus four weeks) how to document, analyze and solve problems, any problem, within your organization."*
- *"A priceless tool for every employee at every level."*
- *"I have been an advanced Excel® user for years, but I had no idea that Excel® could be used to document work processes and problems (Cause Maps). The Excel® tips alone were worth the price of admission."*
- *"I strongly recommend anyone in business attend the Cause Mapping workshop and learn how a simple process can have profound effects upon managing complex problems."*
- *"This by far is the best and easiest problem solving course I have ever attended."*
- *"This course was excellent. The light came on when systems thinking was taught. This will definitely help me in my job."*

ATTENDEES WHO HAVE FOUND THIS WORKSHOP VALUABLE:

By ROLE

Operations	Production
Supervisors	Maintenance
Executives	Reliability
Technicians	Quality
Risk Management	Process Improvement
Safety	Compliance Officers

By INDUSTRY

Manufacturing	Food Processing
Healthcare	Petroleum
Telecommunications	Aircraft, Aerospace
Power Generation	Information Technology
Banking	Regulatory Agencies
Military	Chemical

Bring the Cause Mapping workshop to your site!
Contact us for a quote.

BRING THE CAUSE MAPPING WORKSHOP TO YOUR SITE:

ThinkReliability is also capable of presenting this workshop at your site! Please contact our office for additional information and a quote. The on-site workshops can be tailored to meet the needs of your organization with time allocated on the second day to cover client-specific problems.

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UPCOMING WORKSHOPS

- February 3-4, 2010
Dallas, TX
- March 3-4, 2010
Houston, TX
- April 7-8, 2010
Philadelphia, PA
- May 12-13, 2010
Chicago, IL
- June 9-10, 2010
Houston, TX
- July 14-15, 2010
Seattle, WA
- September 15-16, 2010
Dallas, TX
- December 8-9, 2010
Las Vegas, NV

WORKSHOP HOURS

Day 1 - Room will open at 7:30 AM.
Workshop will begin at 8:00 AM and
end at 4:30 PM.

Day 2 - Room will open at 7:30 AM.
Workshop will begin at 8:00 AM and
end at 2:00 PM.

MATERIALS

Cause Mapping Workbook, Excel® Booklet
and Excel® templates are provided to each
attendee. Laptops are not required
however you are welcome to bring one.

MEALS

Lunch will be provided both days.

REGISTRATION FEE

The registration fee is \$895.

“EARLY BIRD” REGISTRATION FEE

Early bird registration is \$795 for
attendees registered one month prior to
the first date of the workshop.

CANCELLATIONS

Attendance can be transferred to another
party or an upcoming workshop. The
registration fee will be refunded for
cancellations made more than two weeks
prior to the first date of the workshop, less
a \$50 processing fee. If you fail to cancel,
transfer or reschedule your registration
two weeks prior to the workshop, the
registration fee will not be refunded.

QUESTIONS

Call: 281-412-7766 or 866-422-8737
Email: info@thinkreliability.com

REGISTER TODAY!

Online

www.thinkreliability.com

Email

register@thinkreliability.com

Phone

281-412-7766 or 866-422-8737

Fax

281-412-7761

Mail

ThinkReliability
P.O. Box 301252
Houston, TX 77230

METHODS OF PAYMENT

Credit Card

We accept VISA, Mastercard, American
Express and Discover by registering online,
email, phone or fax.

Invoice

Issue a purchase order to ThinkReliability by
email or fax.

Check

Mail a check to the address above.

Use this page to fax or mail

Registration Form

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First and Last Name _____

Organization _____

Telephone Number _____

Email Address _____

Credit Card Information (if applicable) VISA AMERICAN EXPRESS
 MASTERCARD DISCOVER

Credit Card Number _____

Expiration Date _____

3-digit CID Code _____

Name on Credit Card _____

Signature of Card Holder _____

Billing Address of Card: Street _____

City, State _____

Zip Code _____

**This workshop is for anyone who
wants to become more effective at
understanding...**

- why the error happened.
- why the project took so long.
- why the miscommunication occurred.
- why the equipment failed.
- why the orders were late.
- why the person was injured.
- why the numbers are down.
- why the numbers are up.
- why the incident occurred.
- why the code was incorrect.
- why the defect happened.
- why the measurements were off.
- why the spec was missed.
- why the component didn't work.
- why the information was missed.
- why the system failed.
- why the risk was so high.



