

31 Beacon Road, Florida North,
Roodepoort, 1709
Office: +27 73 221 7612
E: sales@sustainedsystems.co.za
W: www.sustainedsystems.co.za



Who we are

S4 is a B-BBEE Level 1 black owned organisation (women in business), with over 40 years experience in industry. Our services include Quality, Occupational Health & Safety, and Environmental (SHEQ) management systems training, auditing, and consulting.

Course Reference No.: QMS-I10

30. Problem Solving Techniques & Root Cause Analysis

Based on ISO 9001:2015/ 45001:2018 and 14001:2015 management system requirements

Course overview

This 3-day course is intended for shopfloor problem solving teams who need engaged and has the responsibility to participate and lead a team in the implementation of corrective actions and solving simple to complex problems that they facing on a daily basis. This course is more effective when it is conducted in-house where practicals would be relevant to the workplace.

Duration: 3 Days

Course outcomes

- The learner will be able to participate in improvement teams
- Be able to collect, analyse and interpret data

Prerequisite

No Prior Knowledge required

Who should attend

Any person that is required to understand the concepts of ISO standards and be able to use the information in their workplace in order to work smarter and always seeking to continually improve work methods.



COURSE CONTENT

- What is defined as a problem
- How to define a problem Statement
- What is the difference between Correction and Corrective Actions? (As required by ISO standards)
- The dynamics of selecting problem solving teams
- What are the steps of conducting brainstorming sessions in order to find solutions
- Basic Problem-solving tools to be used (part of SPC Tools)
- Defining root cause Analysis methods
- Containment methods and disposition methods
- Different methods of implementing solution
- Methods of how-to follow-up and close the corrective action and incident investigation)
- The Use of problem-solving working documents and templates (including corrective action).

Case studies & scenarios are provided for the duration of the 5 days

Venue: 31 Beacon Road, Florida North, Roodepoort, 1709

Date: To be Advised

NQF 3
4 Credits
SAQA
66189

Assessments are done in the following way:

- ✓ Continuous assessment
- ✓ Portfolio of Evidence

Please note dates are subject to change. Classes will only commence once a minimum of 5 learners are registered and payment is made.