



Identification and Elimination of Root Causes

To improve your ability to challenge you need to center on the root causes of a problem instead of the symptoms. Apply our “How-Can Model” over the antiquated “five whys” of Sakichi Toyoda, Toyota’s founder. When a human is asked why, they will respond with a singular answer and then focus on proving themselves right. (“Product returns increased 5% this month.” “Why?” “Because the product intermittently malfunctions.” “Why?” And so on.). When a human is asked “How-Can” something happen, they open their minds to all the possibilities and from there narrow it down with facts and data, not the assumptions of the “5 Whys.”

Another innovation to Toyoda’s “5 Whys” I contest, is the failed belief that there is one cause. This is false. If you fail to identify the three aspects to root cause, you will fail to eliminate it. Every failure has three aspects that must be addressed. You must solve the function, process, and human aspects to every failure. If you miss any one of these three, you will not eliminate the failure.

Topics Discussed

- Improve cooperation between department, eliminate the finger pointing.
- Identify the real problems, functional, process, and human.
- Implement cost-effective solutions.
- Improve your organization’s efficiency and effectiveness.

Benefits of Attending

- Real-world stories and examples to enable course retention and application.
- Course structure and order with using your plants problems.