



SKILL MASTERS ACADEMY

LLP0006698-LGN

WORKING PAPER FOR **ROOT CAUSE ANALYSIS & PROBLEM SOLVING**

1.0 AIMS

This paper is prepared for the purpose of obtaining approval from the Organization, of the Course titled " Root Cause Analysis & Problem Solving " which will be conducted as follows:

Date	:	TBA
Time	:	9.00 am – 5.30 pm
Venue	:	NICHIAS FGS SDN. BHD.
No of pax	:	
Budget	:	RM 7900 per-day (all Inclusive)

Root Cause Analysis & Problem Solving

1. INTRODUCTION

In today's fast-paced and highly competitive information age, organizations are continuously striving to achieve greater success and sustainability. In such dynamic environments, challenges are inevitable—and innovative, practical solutions are no longer a luxury, but a critical necessity.

To stay ahead, organizations must cultivate a workforce that is not only aware of problems but is also **solution-conscious**—equipped with the structured thinking skills needed to generate impactful and creative solutions. It is this proactive, agile mindset that empowers companies to thrive amidst change, outpace competition, and seize new opportunities with confidence.

LEARNING OBJECTIVES

- 1. MECE Consciousness**
 - Organize complex information clearly and logically.
 - Enable in-depth, structured analysis.
- 2. Root Cause Analysis Blueprint**
 - Understand the overall problem-solving framework.
 - Set your thought process towards identifying effective solutions.
- 3. 4-Step Process**
 - Learn a professional method used to solve all types of problems.
- 4. Identify & Categorize the Root Cause**
 - Discover all related problems.
 - Prioritize main issues for focused resolution.

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5. Analyze the Root Cause

- Uncover unknown elements.
- Solve the core issue using structured analysis.

6. Frame the Root Cause

- Reframe the issue to direct the thinking process toward solving the *real* problem.

7. Create Trigger Questions

- Derive solution-triggering questions from the root cause analysis.

8. Creative Thinking Fundamentals & Tools

- Master three fundamentals of creative thinking.
- Use idea-generation tools to enhance creativity and problem solving.

9. Decision Making Techniques

- Understand behavioural patterns in decision making.
- Apply tools like matrices and grids to make better, more informed decisions.

Workshop Methodology

Highly interactive content presentation, Case studies / Game Based Learning Activities / discussions, Role plays.

Target Audience

This course is ideally suited for Managers, Supervisors, Engineers, Production Team. Especially in Manufacturing Industry.

Course Material/Certificates

Skill Masters Academy Plt will provide Certificate of Attendance to participants who complete the course successfully.

Course Fee and Duration

This is 1 days – (7 contact hours-time: 9.00 a.m. - 5.30 p.m.) training programme. The cost for this course is RM7900.00. **This cost includes trainer's fee, transportation, accommodation and training material, for the one day.** *Client to provide Desktops or Laptops.

Medium of Instruction

English & Bahasa Malaysia

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Date

To be advised by the organisation

Venue

- 1 x Training room and facilities for training to be provided by the organisation.
- 1 x Morning Tea Break x 1 days for trainer and participants to be provided by Organization.
- 1 x Lunch x 1 days for trainer and participants to be provided by Organisation.
- 1 x Evening Tea break x 1 days for trainer and participants to be provided by Organisation.

**Accommodation and transportation for the trainer to be provided by Skill Masters Academy*

LEARNING MODULES & ITINERARY ROOT CAUSE ANALYSIS & PROBLEM SOLVING

One Day Training Schedule - Time: 9:00 AM - 5:30 PM

9:00 a.m. – 9:15 a.m. | Icebreaker & Program Description

- Participant introductions
- Overview of training objectives and flow

9:15 a.m. – 10:00 a.m. | Learn How To Think

- RCA & Problem-Solving Blueprint
- The MECE Consciousness in Problem Solving
- Understanding the two types of problems

10:00 a.m. – 10:30 a.m. | Activity – MECE Consciousness

Objective: Shift mindset from problem conscious to “MECE Conscious.”

10:30 a.m. – 10:45 a.m. | Morning Tea Break

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10:45 a.m. – 11:15 a.m. | Learn How To Think (Continued)

- Understanding default behaviours that inhibit thought process
- McKinsey's 4-Step Process in Analytical Problem Solving

11:15 a.m. – 12:30 p.m. | Problem Analysis – Techniques & Tools

- Using "Problem Identification Card"
- Applying the "Affinity Technique"
- Analysing & scoping the issue
- Introduction to Time & Motion Study

12:30 p.m. – 1:30 p.m. | Lunch Break

1:30 p.m. – 3:00 p.m. | Problem Analysis – Case Study

- Real-world case study walkthrough
- Hands-on application of learned tools

3:00 p.m. – 3:15 p.m. | Evening Tea Break

3:15 p.m. – 4:15 p.m. | Root Cause Analysis – Troubleshooting Tools

- Logic Tree: Track & analyse root causes
- Toyota 5 Why's: Drilling deep into the root cause
- Hypothesis development & test planning

4:15 p.m. – 5:30 p.m. | Decision Making

- Instinct vs Analytical Decision Making
- Understanding default behaviours in decision making
- Applying the Decision-Making Matrix
- Grid Analysis & avoiding fatal group decision-making flaws

5:30 p.m. | Closing Remarks – Reflection and wrap-up.

Certificate Presentation – END

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Learning Outcomes: By the end of this training, participants will be able to,

- Apply the **MECE principle** to structure complex information logically.
- Understand and implement the **Root Cause Analysis (RCA) framework** for effective problem-solving.
- Use the **McKinsey 4-Step Process** to approach problems analytically and systematically.
- Identify, categorize, and prioritize problems using practical tools like **Problem Identification Cards** and **Affinity Techniques**.
- Conduct root cause analysis using tools such as **Logic Tree**, **5 Whys**, and **Hypothesis Testing**.
- Frame and reframe problems to ensure focus on the real issue rather than symptoms.
- Develop effective **Trigger Questions** that stimulate creative solutions.
- Utilize **creative thinking tools** and apply techniques to generate innovative and relevant ideas.
- Apply structured **decision-making tools** such as the **Decision Matrix** and **Grid Analysis**.
- Recognize and manage default behaviours that hinder problem-solving and decision-making.
- Make confident, data-driven decisions and avoid common pitfalls in group decision processes.

On behalf of Skill Masters Academy Plt, I kindly hope that this paper fulfills the objectives according to your organisation's request. Your consideration and approval by your department are greatly appreciated.

Thank you very much.

Yours sincerely,

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