



## What is it all about?

Identifying problem areas compromising business performance and either eliminating those business risks, or if unavoidable, managing these risks through the application of cost effective solutions, is a requirement for continuous improvement.

Remain abreast of the latest techniques and strategies for “focused” interventions to make substantial improvements in specific aspects of asset management. This high impact, hands-on course will equip dedicated teams with the necessary knowledge and skill to identify problems and implement effective solutions in order to prevent problem reoccurrence.

The course gives an in depth view of the fundamental aspects of problem solving with the specific objective of creating a structured and practical process for solving problems.

It is essential for anyone responsible for the management and maintenance of physical assets, who aims to succeed and thrive in today’s highly demanding environment.

## What makes it different?

This training course is based on industry proven problem solving methodologies assembled in a structured and practical format. It aims to:

- **Determine where to focus** problem solving efforts
- Ensure that the **problem is adequately defined**
- Set up **sufficient measurement systems** to gather data for root cause analysis
- **Implement the correct solution** to the root cause to **prevent the problem reoccurring**
- Ensure **sustainable improvement**
- **Roll out the solution** to other related assets and areas
- Entrench the problem solving techniques with an **interactive case study** and **practical exercises**

## Who should attend?

- Cross-functional teams involved in improvement projects
- Senior engineering and technical managers
- Maintenance managers and engineers
- Production or operational managers and engineers
- Maintenance planners
- Team leaders and supervisors
- Those who want to improve the performance of their physical assets to optimise the return on their capital investments

## Format

- Public training - scheduled at all major cities across Southern Africa
- On-site training - any place, anywhere



# Course outline

## Modules covered in this two day intervention:

### Introduction to Focused Improvement

**Focused Improvement** in context with other related improvement principles. Identify where to focus improvement activities. Introduction to the problem solving steps and its incorporation in the organisational structure. Overview of the benefits of Focused Improvement. This forms the framework for the rest of the course.

### Define

The key steps to follow to:

- Develop a **clear, concise and exact problem definition**
- Determine the **significance** of the problem
- Define the **goals and targets** for the project

### Measure

Understand the current process and measure the current performance:

- **Gather and interpret data and facts** in a structured fashion, rather than relying on opinions, intuition or perceptions

### Analyse

The essence of effective problem solving which is often neglected:

- Identify **potential causes** for the problem
- Use recognised analytical techniques with proper verification to **find the real root causes of problems** before proposing any solutions or jumping to conclusions

### Improve

Select the best approach to resolve the problem:

- **Prove and verify solutions** by means of a pilot implementation prior to executing full-scale implementation
- Implement **sustainable long term** countermeasures

### Control

The implementation of the best solution:

- **Formalise solutions** to make them **sustainable**
- **Roll out** to other similar assets and areas
- Complete the project and **hand over the improved process to the process owner**, with procedures for sustaining the gains
- **Continue to monitor** key performance indicators to confirm that the problem solving solution was successful and achieved the desired results

### Problem solving in context

We look at the problem solving techniques outlined in context with other related improvement techniques.

### Case study and practical exercises

Witness the practical application of the problem solving steps by means of an exciting real world case study.

Perform a number of practical exercises to simulate the application of the theory in a real world situation.

### For more information:

Tel: 011 318 0641  
Email: [academy@pragmaworld.net](mailto:academy@pragmaworld.net)  
Web: [www.pragmaworld.net](http://www.pragmaworld.net)

# Problem Solving with Root Cause Analysis

Please return your completed registration to fax: 086 666 2696 or e-mail: [academy@pragmaworld.net](mailto:academy@pragmaworld.net)  
Delegate Registration Form

Date		Reference Code	
Early Bird Price		Full Price	

**Register 4 weeks prior to the starting date to receive a 5% early bird discount.**

## Delegate Details

Title					
Name					
Surname					
Job Title					
ID Number					
Telephone			Mobile		
Email					
Special Dietary Requirements	Halaal	Kosher	Vegetarian	Other (please specify)	

**Register 2 delegate: 5% discount; Register 3 delegates: 10% discount; Register 4 delegates: 15% discount; Register 5 delegates: 20% discount**

## Company and Payment Details

Full Company Name					
Purchase Order					
Landline			Fax		
Billing Address					
VAT No					
Main Contact Person					
Telephone			Fax		
Email					
Payments Contact					
Telephone			Fax		
Email					

## Approving Manager

Name			Surname		
Job Title			Email		

## Pragma Academy Banking Details

<b>Bank:</b> Nedbank	<b>Account Name:</b> Pragma Africa Pty Ltd	<b>Account Number:</b> 118 608 9040
<b>Branch:</b> Business NP	<b>Branch Code:</b> 118602	<b>Reference:</b> Company Name-Course Name

I, \_\_\_\_\_, have authorisation to approve this training and have read and understand the terms and conditions

\_\_\_\_\_  
**Signature**

### Terms and Conditions

- All registrations will be deemed confirmed and subject to these terms and conditions:
- ALL PRICING EXCLUDES VAT.
- A full refund is available for cancellations received in writing at least 15 working days prior to course commencement.
- The course fee is non-refundable if less than 15 working days' notice of cancellation is given.
- Registrations received less the 15 days prior to the course can therefore not be cancelled.

PRAGMA Academy reserves the right to cancel any advertised course due to insufficient enrolments or to conditions beyond Pragma's control. Payment is required prior to the starting date of the course. Please send your payment advice to [academy@pragmaworld.net](mailto:academy@pragmaworld.net).

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