



CORPORATE PARTNERS  
EXCELLENCE THROUGH PEOPLE AND PROCESS

# Problem Solving - Root Cause Analysis



Nationally accredited training and workplace consultation  
Root Cause Analysis

Corporate Partners Pty Ltd RTO National Code – 91467

SHORT COURSE



***Every business is different. To maximise the effectiveness of your business, we develop customised solutions that will address the problems that are affecting your workplace by getting to the root cause and mistake proofing processes***

## Root Cause Analysis

One topic that we have found benefits all businesses is problem solving using root cause analysis. Every business experiences a number of process problems and without applying proper solution techniques, issues will continually arise and are never completely resolved. When this occurs productivity, customer relations, finances and employee moral can be impacted.

Corporate Partners offers a training and consultation program in one, which encompasses workplace specific problem analysis and root cause training with workers to improve their area of operation. The program is based on a Nationally accredited unit of competency MSS402080 Undertake root cause analysis.

The program is a training and consultation program which will provide the skills and knowledge required to identify problems and provide the tools necessary to determine the process steps on how to find permanent solutions.

The training and consultation are targeted to all employees at all levels in the workplace and designed to help assist all workers be a part of and benefit from implementing improvements into the workplace.

The training also provides opportunity for employees not only to learn a new skill or build on existing knowledge and skills, but to also achieve a Statement of Attainment for a unit of competency once they successfully and competently complete.

The process tools used will be directly modelled from the Lean implementation and process improvement strategies and will include the direct methodology of root cause analysis.

The tools that will be taught to employees and used to analyse the business will include:

- A3 Problem Solving Process
- Fishbone diagram (Ishikawa Diagrams)
- 5 Whys analysis
- Cause and effect diagram
- Present solution options

The solutions will be tailored to the business and will encourage the participation of all employees along the Supply Chain to help improve efficiencies, productivity, delivery, and service.

### Part Qualification Delivery

Code	Unit
MSS402080	Undertake root cause analysis

# Mistake proofing with Root Cause Analysis

In the current climate; efficiency, time management and waste reduction are at the forefront of everyone's mind and are particularly essential for businesses who need to manage workplace efficiencies and meet the demands of internal and external stakeholders.

The program we offer engages employees and gives them the tools to focus on recognising problems in processes, customer complaints, internal workflows, then undertaking root cause analysis tools and techniques to develop and implement permanent solutions to better workplace processes.

## What we offer

Corporate Partners is a Nationally Registered and Accredited training organisation utilising over 15 years of consulting and training experience to deliver training and assessment to workplaces. We specialise in Lean implementation processes and skill groups in essential areas for businesses including problem solving.

Our training is based on years of experience working in businesses to apply tools and processes to real "live work issues" and deliver a tangible benefit to the business. Employees will learn proven Problem Solving processes that will equip them to be able to apply to other issues in the business well beyond the training.

- Proven training program
- Applied to issues in the workplace
- Training materials and templates
- Experienced and passionate training employees

***When you can access the right process, remarkable things happen.***

***The workplace will be safer, efficiencies will be improved, and profitability maximised***

## The delivery

Corporate Partners provides the solution that supports workplace problem solving. The program is designed with five (5) sessions, usually 1.5 hours for each session in total over a period of five (5) weeks. There will be one (1) session a week allowing time for improvement and analysis in between training sessions.

This part qualification can be delivered onsite or online within a workplace and is designed to be delivered to small or large businesses with one of our highly skilled and highly trained consultants leading you through the program.

The program will consist of training with our consultants and then learner assessment at the completion of the training to confirm the learner's knowledge and skills gathered.

## Outcomes

Learners who successfully complete all training and assessment requirements will be awarded a Nationally Accredited Statement of Attainment for the unit of competency MSS402080 Undertake root cause analysis

Learners will also have the opportunity and pathway to use the units towards a full qualification which could include:

- MSS30316 Certificate III in Competitive Systems and Practices or
- MSS40316 Certificate IV in Competitive Systems and Practices

## Cost (Cost may vary due to learner group size, delivery method and delivery location)

\$400 pp for Accredited training – each learner will receive a Nationally Accredited Statement of Attainment on completion

\$350 pp for Non-accredited training - no assessment required



## Program phases



### Corporate Partners clients right across Australia

Capral - Trisco Foods - bernafon - Downer EDI Rail - CQMS Razer - CQMS Castings - Reliance Worldwide  
- Crane Copper Tube/Metals - Global Manufacturing Group - Weston Cereal Industries - Hyne Timber -  
Bundaberg Sugar - Seawind Catamarans Sun Engineering Australia - Camerons - Gekko - L and M Radiator  
- AlSCO - Iplex Pipelines Rockpress - Chess Engineering - Prysmian - Schweppes - Birch and Waite - Adpost