

## CAUSE MAPPING® Effective Root Cause Analysis Facilitation & Documentation

**Three-day combined Cause Mapping I & II Workshop  
REGISTER TODAY!**

**April 10 – 12, 2012 – Dallas, TX  
July 17 – 19, 2012 – Overland Park, KS**

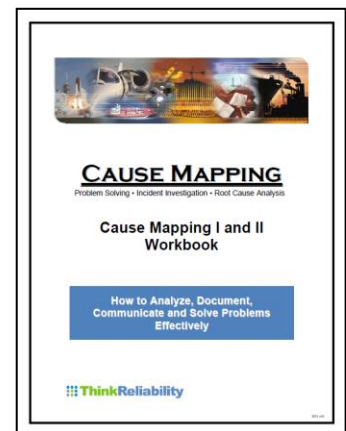
### How to Analyze, Document, Communicate and Solve Problems Effectively

The Cause Mapping method is a simple, objective, evidence-based approach for breaking any issue into its cause-and-effect relationships so that everyone sees the same, accurate information. This workshop provides valuable problem-solving skills that you can immediately apply within your organization.

This three-day workshop combines our two stand-alone workshops together so you can learn the entire Cause Mapping method in one training session. Day 1 will focus on basic concepts and fundamental principles. Day 2 will cover all the steps of a complete root cause analysis, including evidence collection and provide time to practice these skills. Day 3 will cover how to facilitate and document a complete investigation.

#### You Will Learn How To:

- ✓ Analyze problems thoroughly and effectively
- ✓ Be more effective when solving problems in a group
- ✓ Communicate complex issues visually and verbally
- ✓ Develop a process/systems approach when managing your operations
- ✓ Incorporate facilitation tips and strategies
- ✓ Effectively collect and organize the information needed to complete a Cause Map
- ✓ Capture the information using Microsoft Excel (2003, 2007 and 2010)
- ✓ Organize and document all of the information in an Excel "project workbook"



#### Cause Mapping Approach:

Cause Mapping is an extremely effective "systems thinking" approach to root cause analysis that significantly improves communication in group problem solving. In the Cause Mapping workshop, participants will learn that problem solving is about identifying and eliminating specific causes. The simple three-step process benefits people at all levels in an organization (executives to front-line employees) by creating a visual picture of how to prevent past problems for the purpose of improving business performance. This Cause Map is a simple, visual tool for capturing these specific causes and making the information available throughout an organization.

#### Applications:

- Equipment failures
- People issues
- Production losses
- Safety incidents
- Medical errors
- Work process deficiencies



#### Earn Valuable CEU's

ThinkReliability is authorized to offer IACET CEUs for its workshops that qualify under the ANSI/IACET 1-2007 Standard.

#### About ThinkReliability:

ThinkReliability is an international consulting and training company; focused on improving the way individuals and groups analyze, document, communicate and solve problems. As consultants, we lead and document complete investigations on specific client issues. In our Cause Mapping workshops, we teach individuals how to thoroughly investigate and prevent everything from day-to-day recurring problems to catastrophic events. Our consultants and instructors all have strong technical backgrounds with extensive practical experience from the field

## Objective:

Teach individuals how to apply the basics of cause-and-effect, improve the way people analyze, document, communicate and solve problems for better investigations and better results in their operations. Each person will learn how to better define problems based on their organization's overall goals, conduct a structured, objective, evidence-based analysis, and identify the best solutions for improving your organization's processes.

## Workshop Agenda:

### Day 1 (8:00 am – 4:30 pm)

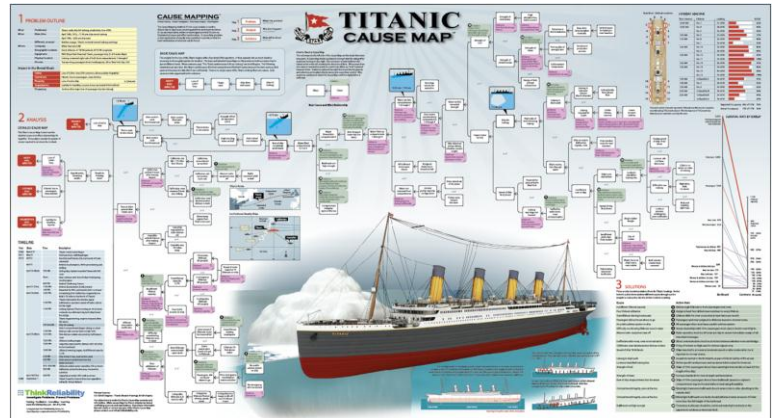
- Relationship between process & cause-and-effect
- Risk, prevention & problem solving
- The cause-and-effect principle – basic lessons
- Case studies and exercises

### Day 2 (8:00 am – 4:30 pm)

- Elements of a thorough investigation
- Documenting an incident – various formats, Excel®
- Leading/facilitating a problem solving session

### Day 3 (8:00 am – 3:00 pm)

- Cause Mapping Applications
- Microsoft Excel Training and Exercise
- Excel Shortcuts and tips – advanced training



The Titanic incident provides a great example for your organization of how each big incident is made up of many smaller issues and helps explain how to mitigate risk.

## Attendees who have found this workshop valuable:

### By ROLE

Operations	Production
Supervisors	Maintenance
Executives	Reliability
Technicians	Quality
Risk Management	Process Improvement
Safety	Compliance Officers

### By INDUSTRY

Manufacturing	Food Processing
Healthcare	Petroleum
Telecommunications	Aircraft, Aerospace
Power Generation	Information Technology
Banking	Regulatory Agencies
Military	Chemical

## Testimonials

"The ThinkReliability Cause Mapping Workshop was excellent. The process of mapping cause and effect relationships is invaluable to identifying problems and finding comprehensive solutions. Skills from this workshop simplify investigative work!"

"I have been an advanced Excel® user for years, but I had no idea that Excel® could be used to document work processes and problems (Cause Maps). The Excel® tips alone were worth the price of admission."

**BRING THE CAUSE MAPPING WORKSHOP TO YOUR SITE**

**Have more people that you need to get trained?** Please contact our office for additional information and a quote. The on-site workshops can be tailored to meet the needs of your organization with time allocated on the second day to cover client-specific problems. **Contact us Today!**

**REGISTER TODAY!**

Online: [www.ThinkReliability.com](http://www.ThinkReliability.com)

Email: [events@thinkreliability.com](mailto:events@thinkreliability.com)

Phone: (281) 412-7766

# CAUSE MAPPING® I & II - Effective Root Cause Analysis • Facilitation • Documentation

## UPCOMING WORKSHOPS

April 10 – 12 – Dallas, TX  
July 17 - 19 – Overland Park, KS

## WORKSHOP HOURS

Day 1 - Room will open at 7:30 AM. Workshop will begin at 8:00 AM and end at 4:30 PM.

Day 2 - Room will open at 7:30 AM. Workshop will begin at 8:00 AM and end at 4:30 PM.

Day 3 - Room will open at 7:30 AM. Workshop will begin at 8:00 AM and end at 3:00 PM.

*Note: This is a combined Cause Mapping I & II workshop*

## MATERIALS

Cause Mapping **Workbook**, a full-color **Titanic Poster** and the **Excel® templates**, and 1 hour consultation following the workshop are provided to each attendee. Laptops are required.

## MEALS

Lunch will be provided each day.

## REGISTRATION FEE

The registration fee is \$1795.

## “EARLY BIRD” REGISTRATION FEE

Early bird registration is \$1695 for attendees registered one month prior to the first date of the workshop.

## CANCELLATIONS

Attendance can be transferred to another party or an upcoming workshop. The registration fee will be refunded for cancellations made more than two weeks prior to the first date of the workshop, less a \$50 processing fee. If you fail to cancel, transfer or reschedule your registration two weeks prior to the workshop, the registration fee will not be refunded.

## QUESTIONS

Phone: (281) 412-7766 or (866) 422-8737  
Email: [events@thinkreliability.com](mailto:events@thinkreliability.com)

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### Online

[www.thinkreliability.com](http://www.thinkreliability.com)

### Email

events@thinkreliability.com

### Phone

(281) 412-7766  
Toll Free (866) 422-8737

### Fax

(281) 412-7761

### Mail

ThinkReliability  
P.O. Box 301252  
Houston, TX 77230-1252

## METHODS OF PAYMENT

### Credit Card:

We accept VISA, MasterCard, American Express and Discover by registering online, email, phone or fax.


### Invoice:

Issue a purchase order to ThinkReliability by email or fax.

### Check:

Mail a check to the address above.

Use this page to fax or mail

<b>Registration Form</b>  <b>Mail</b> ThinkReliability P.O. Box 301252 Houston, TX 77230-1252  <b>Fax</b> (281) 412-7761	<b>CAUSE MAPPING I &amp; II</b>  April 10 – 12, 2012 – Dallas, TX  July 17 - 19, 2011 - Kansas City, KS	<b>This workshop is for anyone who wants to become more effective at understanding...</b>  why the error happened. why the project took so long. why the miscommunication occurred. why the equipment failed. why the orders were late. why the person was injured. why the numbers are down. why the numbers are up. why the incident occurred. why the code was incorrect. why the defect happened. why the measurements were off. why the spec was missed. why the component didn't work. why the information was missed. why the system failed. why the risk was so high.																																																
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