

## CAUSE MAPPING® - II Facilitation & Documentation

**COMING in 2012 TO A CITY NEAR YOU – REGISTER TODAY!**

**February 9 – 10, 2012 – Houston, TX**  
**September 27 – 28, 2012 – Houston, TX**

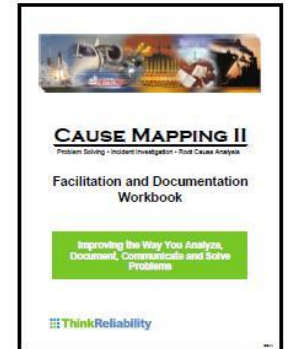
*Note: Cause Mapping I Workshop will be offered immediately preceding*

### Improve the way you Analyze, Document, Communicate and Solve Problems

This two-day workshop is a follow-up to the **CAUSE MAPPING I**® workshop where you will enhance your ability to lead a group of people through a comprehensive problem investigation, including the implementation of solutions and documentation of the entire incident.

#### You Will Learn How To:

- ✓ Effectively collect and organize the information needed to complete a Cause
- ✓ Identify the components required for a thorough investigation
- ✓ Evaluate the amount of detail needed for a thorough investigation
- ✓ Incorporate other tools such as timelines, diagrams and process maps into the investigation
- ✓ Incorporate facilitation tips and strategies
- ✓ Manage the dialogue when working in group settings
- ✓ Capture the information using Microsoft Excel (2003, 2007 and 2010)
- ✓ Organize and document all of the information in an Excel “project workbook”



The Cause Mapping Workbook is of explanation, examples and exercises that follow the workshop presentation.

Attendees will gain the most benefit from the Facilitation & Documentation workshop by first attending a two-day Cause Mapping I workshop, either public or client, then applying the Cause Mapping method on at least 1 problem within their organization.

#### 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, the Cause Map, 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
- Customer Service Problems



#### Earn Valuable CEU's

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

## Objective:

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.

Cause Mapping is a priceless tool for every employee at every level.

## Workshop Agenda:

### Day 1 (8:00 am – 4:30 pm)

- Relationship between process & cause-and-effect
- Understand how procedures, training and supervision are part of every investigation
- Apply Sound Principles for Better Investigations and Problem Solving

### Day 2 (8:00 am – 2:00 pm)

- Analyzing and Solving Problems – In Details
- Cause Mapping Applications
- Microsoft Excel Training and Exercise
- Excel Shortcuts and tips – advanced training

The workshop will include in-depth Excel Training in front of a computer; each attendee is required to bring a laptop to the workshop. A pre-workshop assignment will be sent out 1 week prior for attendees to work on and review during the workshop.

## Each Attendee Will Receive:

- Facilitation & Documentation workbook
- Support documents and templates used and created in the workshop
- **1 hour free consultation**, which can be used to review and discuss your investigations following the workshop

## Attendees who have found this workshop valuable:

### By ROLE

Operations  
Supervisors  
Executives  
Technicians  
Risk Management  
Safety

Production  
Maintenance  
Reliability  
Quality  
Process Improvement  
Compliance Officers

### By INDUSTRY

Manufacturing  
Healthcare  
Telecommunications  
Power Generation  
Banking  
Military

Food Processing  
Petroleum  
Aircraft, Aerospace  
Information Technology  
Regulatory Agencies  
Chemical

## 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!**

[Click here to request a Quote](#)

## About ThinkReliability:

ThinkReliability is an international consulting and training company; focused on improving the way individuals and groups analyze, document, communicate and solve problems. One of our veteran instructors, Mark Galley, will facilitate this workshop. After earning his degree in mechanical engineering from the University of Colorado, Mark worked at The Dow Chemical Company for nine years before working exclusively on facilitating group problem solving and incident investigation. He has taught the **CAUSE MAPPING**<sup>®</sup> approach to many diverse groups, ranging from executives to managers and technicians in a wide variety of industries. Mark is a Certified Reliability Engineer through the American Society for Quality.

**REGISTER TODAY!**

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

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

Phone: (281) 412-7766

# CAUSE MAPPING® II – Facilitation & Documentation

## UPCOMING WORKSHOPS

### CAUSE MAPPING® II

Feb 9-10, 2012 – Houston, TX

Sept 27-28, 2012 – Houston, TX

*Note: Cause Mapping I Workshop will be offered immediately preceding*

### 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 2:00 PM.

## MATERIALS

Cause Mapping II Workbook, Excel® templates and 1 hour consulting following the workshop. Laptops are required.

## MEALS

Lunch will be provided both days.

## REGISTRATION FEE

The registration fee is \$1,495.

## “EARLY BIRD” REGISTRATION FEE

Early bird registration is \$1,395 for attendees registered one month prior to the first date of the workshop.

## PRE-REQUISITES

Cause Mapping I workshop. Applied Cause Mapping to at least one problem/investigation.

## 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

## REGISTER TODAY!

### Online

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.

## Registration Form

Use this page to fax or mail

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First and Last Name			
Organization			
Telephone Number			
Email			
<input type="checkbox"/> Check or <input type="checkbox"/> Credit Card	<input type="checkbox"/> VISA	<input type="checkbox"/> AMERICAN EXPRESS	
	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER	
Credit Card Number			
Expiration Date (mm/yy)		3-digit CSC	
Name on Credit Card			
Billing Address of Card:			
Street			
City, State, Zip			
Signature of Card Holder			

**This workshop is for anyone who wants to become more effective at understanding...**

- 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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