

COMING TO A CITY NEAR YOU – REGISTER TODAY!

February 7-8, 2012 – Houston, TX*

March 7-8, 2012 – Houston, TX

April 11-12, 2012 – Dallas, TX*

May 15-16, 2012 – Chicago, IL

June 20-21, 2012 – Houston, TX

* Cause Mapping II Workshop will be offered immediately following

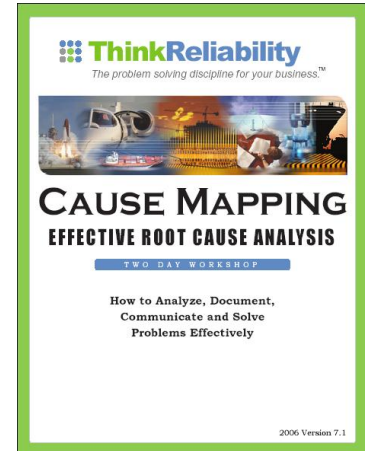
CAUSE MAPPING® - I Effective Root Cause Analysis

How to Analyze, Document, Communicate and Solve Problems Effectively

During this two-day workshop you will learn the core skills of the Cause Mapping method. This workshop provides valuable problem-solving skills that you can immediately apply within your organization. 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.

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
- ✓ Take the emotion, opinion and speculation out of problem solving
- ✓ Develop a process/systems approach when managing your operations
- ✓ Anticipate problems to prevent them from occurring
- ✓ Frame each problem as an opportunity to learn more and improve
- ✓ Outline problems in the context of the overall goals
- ✓ Prioritize problems more efficiently and objectively



The two-day Cause Mapping Workbook is 158 pages of explanation, examples and exercises that follow the workshop presentation.

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



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. 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®** 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

Email: events@thinkreliability.com

Phone: (281) 412-7766

Objective:

Teach individuals how to apply the basics of cause-and-effect to become better problem solvers. 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.

"This workshop really gave me a tool that I could implement immediately - no belt required."

Workshop Agenda:

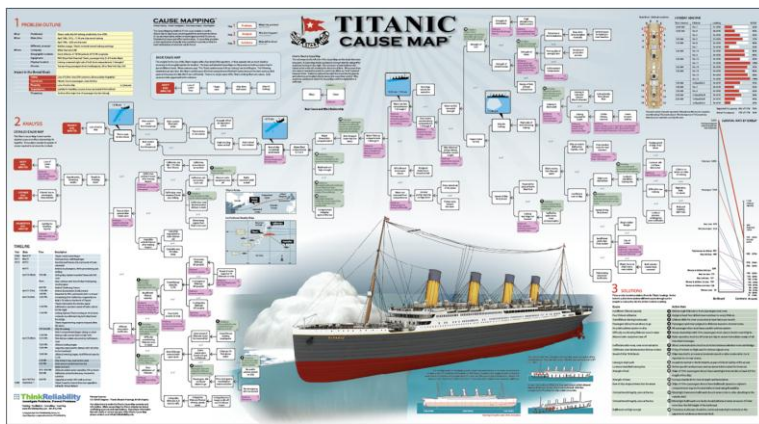
Day 1 (8:00 am – 4:30 pm)

- 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 – 2:00 pm)

- Elements of a thorough investigation
- Documenting an incident – various formats, Excel®
- Leading/facilitating a problem solving session
- Getting started in your group right now

Each Attendee Will Receive:



Each attendee will receive a full color 20"x36" Titanic Cause Map Poster. 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

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](#)

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CAUSE MAPPING I - Effective Root Cause Analysis

UPCOMING WORKSHOPS

Feb 7-8 – Houston, TX*

Mar 7-8 – Houston, TX

Apr 11-12 – Dallas, TX

May 15-16 – Chicago, IL

June 20-21 – Houston, TX

** Cause Mapping II Workshop will be offered immediately following. Register on-line.*

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 **Workbook**, a full-color **Titanic Poster** and the **Excel® templates** are provided to each attendee. Laptops are not required however you are welcome to bring one.

MEALS

Lunch will be provided both days.

REGISTRATION FEE

The registration fee is \$995.

“EARLY BIRD” REGISTRATION FEE

Early bird registration is \$895 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

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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.

Use this page to fax or mail

Registration Form	<input type="checkbox"/> Feb 7-8 – Houston, TX <input type="checkbox"/> Mar 7-8 – Houston, TX <input type="checkbox"/> Apr 11-12 – Dallas, TX <input type="checkbox"/> May 15-16 – Chicago, IL <input type="checkbox"/> June 20-21 – Houston, TX			<p>This workshop is for anyone who wants to become more effective at understanding...</p> <p>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.</p> 
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"/> MASTERCARD	<input type="checkbox"/> AMERICAN EXPRESS <input type="checkbox"/> DISCOVER		
Credit Card Number				
Expiration Date		3-digit CSC		
Name on Credit Card				
Billing Address of Card				
City, State, Zip Code				
Signature of Card Holder				

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