



Quality
for Business
Success, LLC

Insights into Root Cause Analysis

Increasing the Scientific Rigor of Your Investigations

For over 25 years, QBS has been leading and training troubleshooters, problem-solvers, investigators, and process improvement specialists in the art and science of problem solving and root cause analysis (RCA). We've discovered two things:

1. Most investigators handle a very limited portfolio of RCA tools. Many misuse even the most basic tools, inadvertently causing re-work, errors and delaying the prompt resolution of problems.
2. The institutional cost related to delayed, incomplete or outright wrong root cause analysis is significant.

We've decided to distill, capture and share our accumulated experience leading hundreds of real-life problem-solving and RCA expeditions. Investigators interested in mastering RCA can benefit from our *Expert Knowledge-Transfer Program* based on our newly published book: **Insights into Root Cause Analysis**. Through clear instructions, comprehensive practice and exact feedback, participants develop the knowledge and skills needed to increase their RCA accuracy, effectiveness, and productivity.

Expert Knowledge Transfer Programs

Building Competence and Mastery in RCA

- In-house 3-day Certification Program for RCA Investigators
 - Suitable for both novice as well as experienced investigators
 - Opportunity to work on real-life incidents during workshop
- In-house 5-day Certification for Senior Investigators and Trainers
 - Includes training materials and licensing of intellectual property for use within the company

Sessions can be facilitated in English, Spanish or Portuguese.
Available in face-to-face and distance-learning formats.

Call or write today for details.

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If you are new to root cause analysis, this program will help you accelerate your learning curve.

If you are an experienced investigator, you'll discover interesting refinements you'll want to adopt when using the basic tools and you'll learn about new techniques that can help you unravel complex problems and uncover hidden causal factors.