

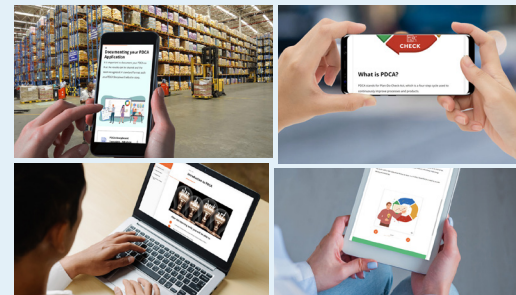


Increasingly, organizations see competitive advantage in building a problem-solving/continuous improvement culture where everyone is inspired, capable, and adding value. Equipping your employees with problem-solving skills is one of the greatest contributions that a leader can make to their team and organization.

Competency learning is a fast, activity-based, learner-centric way to develop skills, one at a time, just-in-time.

Our Basic Series offers:

- 17 Basic Problem-Solving Competencies that create immediate value,
- Learning nodes, practice exercises, and value-adding activities,
- Mobile and/or desktop/laptop delivery,
- Facilitated interaction between students and mentors,
- Progress tracking, badging, surveys, and more.



Learning Node

- Learn Autonomously
- Fully Adaptive

LESSON 1 OF 5

Root Cause Analysis: 5 Whys

After this learning node, you will be able to:

- 1 Understand the meaning of cause, effect, and root cause.
- 2 Understand the meaning and benefits of 5 Whys
- 3 Apply 5 Whys to investigate a problem and identify root cause

Exercise

- Practice Immediately
- System Graded

Introduction to Root Cause Analysis Exercise

Select the right answer

Click on the boxes to change the 5 Whys table. The top row is the effect, and the bottom row is the root cause.

The pipe cap was missing.	There was no internet Signal.	Why?
The internet devices were all wet.	There was a problem in the building.	Why?
The last technician left the pipe without its cap on.	The internet devices were all wet.	Why?
The internet devices were all dry.	Water came in through a pipe where the internet cables come from the ground.	Why?
There was no internet Signal.	The pipe cap was missing.	Why?

CLICK HERE

Activity

- Apply Knowledge Beneficially
- Mentored

OpusWorks
Multi-Training Asset Builder

Apply what you've learned to a *real-world* problem.

Complete a 5 Whys or a Cause-and-Effect Tree to find the root cause of a real problem.

When you are finished, upload any completed files using the Project Files tab to the left.

ACTIVITY: ROOT CAUSE ANALYSIS - LEVEL 3 ACTIVITY - PROJECT FILES

STATUS UPDATES: UPLOAD NEW FILE | UPLOAD TIME: 1 MIN

PROJECT FILES: UPLOAD FILE | PROJECT SLUGS: UPLOAD FILE | Upload File | See the details | UNLOAD FILE

The Resource Files tab to the left contains templates you may download and complete during this activity.

RESOURCES: RESOURCE FILES (2) | TRAINING (1)

When you are finished, click on Status Update and Request a Review. Your mentor will check your work and provide feedback.

Our Purpose is Applying and Doing

- Blended Learning leverages module learning to prepare people to apply a defined body of knowledge.
- Competency Learning, with focus on specific skills, requires people to do real-world, hands-on activities.
- Competency Learning is an additional way to create value for a department or an entire organization.

With competency learning, there is laser focus on DOING - applying the knowledge in an exercise or activity and receiving feedback.

To right-skill your people, the OpusWorks Competency Hub will:

- Engage them in building competencies, one-by-one
- Explain a competency, simply, with steps on how to do it
- Give immediate feedback via Knowledge Checks
- Provide downloadable support tools and resources
- Build confidence by scoring exercises
- Manage the activity review, feedback, and sign-off process
- Award badges and certificates as competencies are earned
- Provide real-time progress and accomplishment information
- Build a competencies database of deliverables and individuals



For additional information about the OpusWorks Competency Hub, use the QR code, visit www.opusworks.com or contact Jan Freyburgher at janf@opusworks.com

Competency		The ability to ...
BASIC PROBLEM SOLVING	Lean Six Sigma Introduction	Explain Lean Six Sigma.
	Waste Elimination	Classify activities into value-adding, non-value-adding but required, or non-value-adding and not required. Apply a Waste Walk Checklist to a real process identifying waste.
	Going to Gemba	Apply the gemba principles: go see, ask why, and show respect.
	5S -Level 1	Apply the first 3 steps of 5S in a work area.
	Visual Management	Apply Visual Management in a work area.
	Project Management	Correctly write a Problem Statement and a Goal Statement.
	PDCA	Apply PDCA to a problem; Communicate PDCA results using a PDCA Storyboard.
	Voice of the Process	Collect data at the gemba following the steps and key concepts about data collection.
	Process Mapping	Map a process using a flowchart.
	SIPOC	Build a SIPOC of a process.
	Spaghetti Diagram	Create a Spaghetti Diagram of a process.
	Root Cause Analysis	Apply 5 Whys to investigate a problem and identify the root cause.
	Implementing Solutions	Utilize a Benefit Versus Effort Matrix to prioritize solutions; Complete a 4W1H Action Plan.
	Mistake Proofing	Create a Mistake-Proofing device.
	Standard Work	Create Standard Work for a work activity.
Follow up and follow through	Complete the three steps to develop and implement a Control Worksheet; Effectively close a process improvement project.	

OpusWorks is a proven innovator and experienced partner. Since 1992, our e-Modules, competency hub, learning designs, and project tracking system have enabled leaders and their organizations to engage their workforces, build capability, reduce training costs, eliminate waste, power team performance, rapidly scale, and achieve improvement goals.