

Agenda



Day 1 »

Time	Chapter	Topic	Duration
8:00 AM		Introduction	30 min
8:30 AM	1	Continual Improvement	45 min
9:15 AM		Activity #1 – Correction vs. Corrective Action	15 min
9:30 AM		Break	15 min
9:45 AM	2	Defining the Problem & Understanding the Process	30 min
10:15 AM		Activity #2 – Correction vs. Corrective Action	30 min
10:45 AM		Activity #3 – To Contain or Not to Contain	15 min
11:00 AM		Activity #4 – Flowchart	30 min
11:30 AM		Activity #5 – Cross-functional Flowchart	30 min
12:00 PM		Lunch	45 min
12:45 PM		Activity #6 – Process Map	30 min
1:15 PM		Activity #7 – Turtle Diagram	15 min
1:30 PM	3	Verifying the Problem/Defining the Problem Scope	30 min
2:00 PM		Activity #8 – Interview	30 min
2:30 PM		Break	15 min
2:45 PM		Activity #9 – Procedure Review	15 min
3:00 PM		Activity #10 – Risk Identification	15 min
3:15 PM		Activity #11 – FMEA	30 min
3:45 PM	4	Analyzing the Problem	30 min
4:15 PM		Activity #12 – Determine Problem Level	30 min
4:45 PM		End of Day 1	

Agenda



Day 2 »

Time	Chapter	Topic	Duration
	4	Analyzing the Problem (cont'd)	
8:00 AM		Activity #13 – Unstructured Brainstorming	30 min
8:30 AM		Activity #14 – Structured Brainstorming	30 min
9:00 AM		Activity #15 – Brain Writing/ Crawford Slip	30 min
9:30 AM		Break	15 min
9:45 AM		Activity #16 – Nominal Group Technique	45 min
10:30 AM		Activity #17 – Affinity Diagram	30 min
11:00 AM		Activity #18 – 5 Whys	60 min
12:00 PM		Lunch	45 min
12:45 PM	5	Implementation of a Corrective Action	30 min
1:15 PM		Activity #19 – Cause & Effect	30 min
1:45 PM		Activity #20 – Force Field	15 min
2:00 PM	6	Verification of Corrections or Corrective Actions	30 min
2:30 PM		Break	15 min
2:45 PM	7	Managing a Successful Corrective Action Process	45 min
3:30 PM	8	RCCA Review	60 min
4:30 PM		Closing	15 min
4:45 PM		End of Day 2	