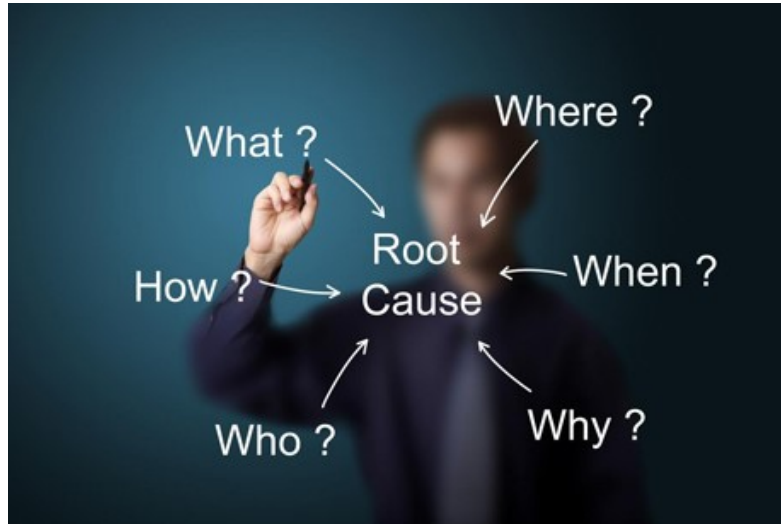


# Root Cause Analysis Boot Camp

## 5-STEP, EFFECTIVE PROBLEM SOLVING FRAMEWORK

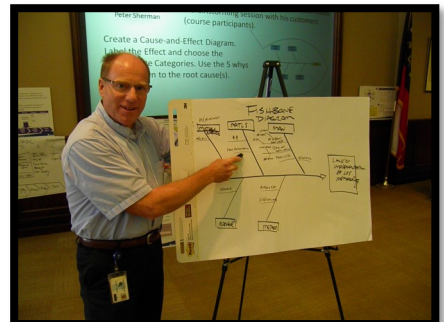


Learn the skills and tools to become a more effective problem solver.

**WHEN:** 1-day (8am - 5pm) at your convenience

**WHERE:** Your office or plant

**FEE:** \$600 per person (minimum 10 people) plus travel. \$500 for each additional participant. Includes materials and online tools / templates / questionnaires.



## PRESENTED BY



**RIVERWOOD  
ASSOCIATES**

*Your Georgia-based leader in Lean  
Six Sigma Training & Consulting*

### Questions?

Contact: Peter Sherman

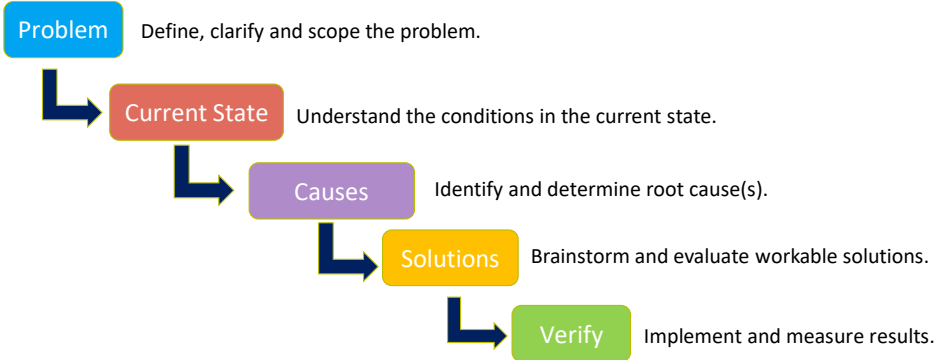
678-595-7942

[peter@riverwoodassociates.com](mailto:peter@riverwoodassociates.com)

[www.riverwoodassociates.com](http://www.riverwoodassociates.com)

## About This Workshop

Are you tired of solving the same problems day after day? Successful problem solving requires a logical framework, powerful tools and strong analytical skills. In this interactive workshop, you'll discover the 5-step Root Cause Analysis framework. The framework will help you breakdown complex problems, get to root cause, identify appropriate solutions, and implement those solutions for lasting performance.



## How You Will Benefit

1. Learn a process for breaking down and defining complex problems.
2. Apply powerful analytical tools to identify and verify root causes.
3. Discover proven techniques to generate and test viable solutions.

## What You Will Learn

- The 5-step Root Cause Analysis framework
- Techniques to define and frame-up a problem, goal and scope
- Data collection and Current State Mapping tools
- Powerful analytical tools
- Effective brainstorming and evaluation techniques



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## Why Choose Riverwood Associates for Lean Six Sigma Training?

Riverwood Associates is a leading provider of Lean Six Sigma training for businesses and individuals. Our trainers are industry practitioners with more than 25 years of experience in the practical application of Lean Six Sigma methods and techniques. Riverwood Associates training programs are interactive, combining instruction with actual problem-solving applications. We provide training that enables participants to build problem-solving skills, streamline operations in their businesses, and increase profitability, quality, and customer satisfaction.

[www.riverwoodassociates.com](http://www.riverwoodassociates.com)

## Your Coach



**Peter J. Sherman** brings more than 25 years experience leading process improvement programs in manufacturing, technology and healthcare.

Peter is a Certified Lean Six Sigma Master Black Belt, ASQ Certified Quality Engineer, and APICS Certified Supply Chain Professional.

From 2010-14, Peter served as Director of Process Excellence for Cbeyond Communications, a publicly-traded, \$500M revenue telecommunications provider based in Atlanta, GA. Previously, Peter was a Master Black Belt with AT&T for 10 years.

Peter began his career in Japan as a visiting M.I.T. Scholar in 1986-87. There he worked with Dr. Edwards Deming, the noted American Quality expert. Peter learned first-hand Japanese quality practices including the Toyota Production System and Kaizen. Later, he served as Lead Instructor of Emory University's Six Sigma Program in Atlanta, GA. Peter has authored more than 0 articles on Lean Six Sigma and quality. He is a columnist for *APICS Magazine's* Operational Excellence column.

Peter holds a B.S. in Building Construction from the University of Florida, a Master's in Civil Engineering from M.I.T. and an MBA from Georgia State University. Peter serves as Chair of the ASQ Atlanta Section and is a member of APICS.



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### Questions?

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