



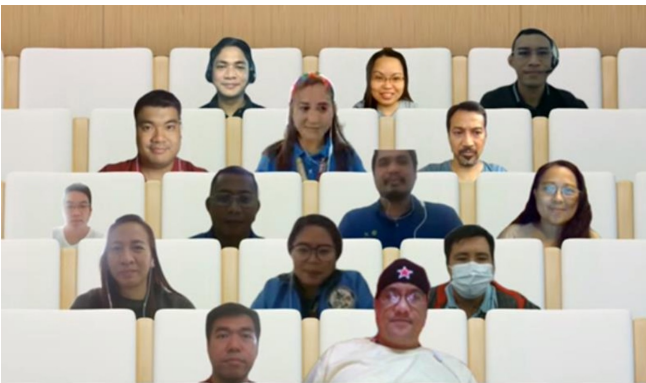
## About Us

Insights Manila (registered as Insights MLA Business Solutions) is a training services company based in Makati. The company believes that the country's workforce requires ample training that is effective and insightful, yet affordable.

The consultants of Insights Manila are experienced professionals who had executed the courses several times for different companies under various training institutions.

Insights Manila mostly offers exclusive training for companies. The courses are customized to meet specific training needs. The company also offers public classes where individuals can enroll, and one-on-one training for people who wish focused training. Other than training, the company also accepts Excel automation projects and course development projects.

With Insights Manila, you are directly dealing with the consultants- no intermediary parties who just add costs to the training delivery.



### • Other courses offered:

- Basic MS Excel Training
- Advanced MS Excel Training
- Macros and VBA Programming
- Advanced MS Word Training
- Advanced MS PowerPoint Training
- Basic MS Access Training
- Google Sheets Training
- LibreOffice Training
  
- Essential Supervisor Training
- Essential Manager Skills
- Assertiveness Workshop
- Root Cause Analysis
- Business Writing
- English in the Workplace
- Presentation Skills Training
  
- Sales Skills Training
- Customer Service Training
- 5S Implementation in the Workplace
- Train-the-Trainer Workshop
- Courseware Development and Instructional Design
- Call Center Workforce Management
- Call Center Representatives Foundation Skills

### Just some of our Clients:



We are located at 7F Finman Centre, 131 Tordesillas St., Salcedo Village, Makati

## Outline

### Fundamentals to Root Cause Analysis Tools Workshop



This module gives an overview of various problem-solving steps that employees can use to systematically implement steps in finding solutions to issues in the workplace. The workshop begins with steps in concretely visualizing the problem, identifying the root cause, and applying decision-making skills.

1. Introduction to Root Cause Analysis Tools
  - Types of Problems
  - Problems vs Issues
2. Situation Analysis
  - Using Process Charts to Visualize Situations
  - Plotting Processes with Flowchart
  - Identifying Priority Issues with Pareto Charts
  - Identifying Unforeseen Problems with SWOT Analysis
3. Problem Analysis
  - Defining the Problem Statement
  - Finding Reasons Quickly : Five Why's
  - Finding Contributors to a Problem: Ishikawa Diagram
  - Conducting Time Studies
  - Validating the Causes
4. Decision Analysis
  - Individual Decision Making Models
  - Quantitative Option Analysis
  - Group Decision Making
  - Six Thinking Hats
5. Problem Prevention
  - Goal Setting with Means-End Analysis
  - Identifying Priorities through CPM Diagram

