



ROOT CAUSE ANALYSIS AND PROBLEM SOLVING

10 - 11 JULY 2024

 **DEADLINE TO REGISTER**

11 June 2024

OVERVIEW

Problem solving is a major challenge for any organisation. This course has been specially designed to lead participants to appraise, examine and diagnose systematically a problem situation, its root cause/s, and to generate actions utilising analytical tools.

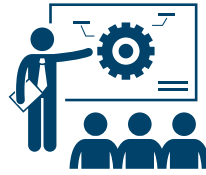
OBJECTIVES

- Solve problems and prevent recurrence of those problems by looking at real root causes.
- Understand Standard problem-solving methodology.
- Document and communicate progress during your problem-solving project.
- Provide a common language and approach to solving problems.
- Use a data-based approach to ensure problems are correctly identified and eliminated.



METHODOLOGY

- Face-to-face
- Case studies, discussion, etc



PROGRAMME DETAILS

DATE	TIME
10 - 11 July 2024	8:00 am - 12:00 pm 1:30 pm - 4:30 pm

***Subject to change

Please refer to www.bilif.com.bn for the latest updates***

WHO IS THIS PROGRAMME FOR?

The course is suitable for those who are involved in problem solving situations, such as mid-level management as well as supervisory level staff and above.

PROGRAMME OUTLINE

MODULES	
Introduction	<ul style="list-style-type: none">• Appropriate uses & Application of Root Cause Problem Solving• Tools to be used: 7 QC Tools• Check Sheets, Fish Bone, Pareto, Histogram, Flow Chart, Scatter Chart, Process Control Charts
Step 1: Define the Problem	<ul style="list-style-type: none">• Identify the problem and the importance of working on it.• Output of this step• Case exercise
Step 2: Current Situation?	<ul style="list-style-type: none">• Clarify the problem area(s) as the situation exists today• Output of this step• Case exercise
Real Root Cause Analysis	<ul style="list-style-type: none">• Identify & verify the root cause of the problem• Output of this step• Case exercise
Solution	<ul style="list-style-type: none">• Develop plan to eliminate the root cause of the problem / situation• Output of this step• Case exercise
Check Results	<ul style="list-style-type: none">• Implementation plans, confirm they have impacted the root causes and the goals for improvement have been met.• Output of this step• Case exercise
Standardisation	<ul style="list-style-type: none">• Modify process/system to ensure that the improvements are sustained over time• Output of this step• Case exercise
Future Plans	<ul style="list-style-type: none">• Evaluate where we have been and where we need to go• Output of this step• Case exercise

PROGRAMME LEADER

MR ANDREW CHEAH

Mr. Andrew Cheah has been a trainer and management consultant since 1991, specialising in the areas of performance management, productivity improvement, behavioral change, and leadership. Andrew has trained clients from diverse industries such as banking, insurance, hospitality, sales and distribution, manufacturing, food, property development, government/public services, and higher education. Being tri-lingual (English, Mandarin, and Malay Languages), Andrew has extensive regional exposure in Singapore, United Arab Emirates, Malaysia, China, Thailand, Indonesia and Vietnam. In addition to training, Andrew has guided and provided consulting services to clients, leading to one of them winning the prestigious Malaysian National Productivity Award presented by the previous Malaysian Prime Minister, Tun Dr. Mahathir.

Andrew has also been invited to speak in events such as International Conference on Best Practices, which was graced by senior officials from the Ministry of International Trade and Industry (MITI), sharing the stage with Professor Michael Gregory of the University of Cambridge, Mr Dieter Heyl (2007 Vice President of Mercedes Benz Malaysia), and Dr Marcus Chao, President of Lean China Enterprise Inc.

Andrew has an MBA degree qualification with the University of Portsmouth, UK. At the professional level, Andrew has a certificate in Blue Ocean Leadership Masterclass, as well as Leading Dimensions Profiling Trainer Certification (LDP certified). In addition to being a qualified ISO9000 assessor, his experience in international consultancy has also earned him a membership with the Association of Productivity Specialist (New York).

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To apply for the programme, please email your completed form to askSEED@bilif.com.bn by 11 June 2024.

CATEGORIES	STAKEHOLDERS	NON-STAKEHOLDERS
FEE	<input type="checkbox"/> \$ 1,600.00	<input type="checkbox"/> \$ 1,800.00

By completing and signing this form, you hereby agree to the terms and conditions below:

Full Name: IC Number:
Position: Department:
E-mail: Phone:

Full Name: IC Number:
Position: Department:
E-mail: Phone:

Full Name: IC Number:
Position: Department:
E-mail: Phone:

APPROVING OFFICER

Name: Email:
Position: Department:

Please email the invoice to:

Signature and Company's Stamp

Terms and conditions:

Cancellation Policy:

- All cancellation must be submitted to BILIF in writing either by letter or email.
- Any cancellation received 30 days or more prior to the training date will incur a cancellation fee of 10% of the programme fee.
- Cancellation received 8 - 14 days to the training date will incur a cancellation fee of 50% of the programme fee.
- Cancellation of registrations received 7 days or less from the date of training or if the delegate fails to attend the training, he/she will be considered as 'no show' and is subjected to 100% of the programme fee.
- BILIF welcomes and accepts replacement of participants up until a day before the training commences.

Other terms:

- Participants must complete all scheduled sessions and activities for them to receive the certificate of attendance/ completion.
- Payment must be made upon receipt of invoice issued by BILIF.
- BILIF reserves the right to amend, change or cancel the programme at any given time. We will immediately notify participants and organisations if any such changes are to be made.

ABOUT BRUNEI INSTITUTE OF LEADERSHIP AND ISLAMIC FINANCE

Brunei Institute of Leadership & Islamic Finance (BILIF) was established in 2010 as the Centre of Excellence for the finance industry in Brunei Darussalam, providing high-quality learning solutions, including signature and collaborative events for human capacity development in the areas of Islamic finance and leadership.

Under the purview of Brunei Darussalam Central Bank (BDCB), BILIF plays a fundamental role in Pillar 5 of Brunei Darussalam Financial Sector Blueprint 2016-2025 in raising financial industry standards, especially in the areas of Islamic finance.

All of our programmes are accredited by Brunei Darussalam National Accreditation Council as Value Added Qualifications. Since its inception, BILIF has conducted 809 programmes and 83 events for more than 16,900 participants, including a suite of Virtual Instructor-Led Training (VILT) programmes and online events (as of December 2023).

BILIF has forged strategic partnerships with local and international organisations over the past 10 years which have allowed us to bring professional programmes, expertise and opportunities to shape future leaders, experts and innovators, particularly in the areas of Islamic finance and leadership. Amongst these strategic partners include The London Institute of Banking & Finance (LIBF), United Kingdom; the Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) and Bahrain Institute of Banking and Finance (BIBF), Bahrain; Islamic Development Bank Institute (IsDBI), Kingdom of Saudi Arabia, Singapore

Management University (SMU), Singapore and INCEIF University, Malaysia. Locally, BILIF has also partnered with two of the top higher education institutions in Brunei Darussalam; Universiti Brunei Darussalam (UBD) and Universiti Sultan Sharif Ali (UNISSA) in our joint efforts to impart invaluable knowledge and skills for students and professionals in not only finance but also other private and government sectors.

Appointed by BDCB, BILIF is the official licensing examination centre for Financial Planning Practitioners' Programme (FPPP) and the Qualifying Examination for Insurance/Takaful Agents (QEFITA). BILIF is also the official examination centre for all examinations under Chartered Institute for Securities & Investment (CISI), UK; Chartered Bankers Institute (CBI), UK; International Compliance Association (ICA) and AAOIFI. BILIF has also recently been accepted as a Pearson Vue Authorised Test Centre which can house more than hundreds of examinations such as Certificate in Climate Risk, Certified Internal Auditor® (CIA®) and Certified Associate in Project Management (CAPM), amongst others.

BILIF has received multiple accolades including the "Best Emerging Islamic Finance Training Institution – Brunei 2021" from the International Finance Awards 2022; "Best Islamic Finance Education & Training Brunei 2021" from the Global Banking & Finance Awards® and "Global Good Governance (3G) Human Resource Development Award 2022" received at the 7th Annual 3G Awards Ceremony. BILIF was also awarded its third "GIFA Excellence Award (Islamic Finance Training & Education) 2022, which has been previously received in 2019 and 2021.

83

Events

809

Programmes
and Examinations

16,900+

Participants

INTERNATIONAL AWARD WINNING INSTITUTE





Discover our upcoming programmes and events

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Contact our Sales and Marketing Department
for any enquiries

askSEED@bilif.com.bn

*Alternatively, you can also whatsApp us at
+673 8271140 to learn more about our offerings*