

Analyze Phase – Finding Root Causes

Module 1: Introduction to Analyze Phase

- Purpose of the Analyze phase in Six Sigma
- Importance of identifying root causes
- Difference between symptoms and root causes
- Role within the DMAIC framework

Module 2: Understanding Root Cause Analysis

- What is root cause analysis
- Why problems occur in processes
- Concept of cause vs effect
- Importance of data-based analysis

Module 3: Key Tools for Root Cause Analysis

- Fishbone (Cause-and-Effect) Diagram
- 5 Whys technique
- Pareto Analysis (80/20 principle)
- Basic cause identification techniques

Module 4: Interpreting Findings

- Identifying critical causes
- Validating root causes with data
- Avoiding assumptions and bias
- Prioritizing issues for improvement

Module 5: Activity & Wrap-Up

- Perform a simple 5 Whys analysis
- Identify root causes for a sample problem
- Key takeaways and practical understanding