



**FMM INSTITUTE**

(C10626805080/ 199901000527/ 475427-W)

*Centre for Professional Development*



# EFFECTIVE ROOT CAUSE ANALYSIS AND SYSTEMATIC PROBLEM

Industry becomes more challenging every day. As soon as one problem is solved, new problems crop-up. Even worse, old problems recur leaving operations personnel constantly in the fire-fighting mode, barely able to meet their goals and targets. What is needed is a systematic problem solving methodology using modern data collection and analytical tools so that problems are solved effectively, efficiently and permanently. This training is designed to give participants a systematic methodology for problem solving and skill in using a set of root cause analysis and problem solving tools that they can readily implement at work.

## WHO SHOULD ATTEND

All Operations, QA-QC, logistics, maintenance and engineering personnel who need to solve problems on a day to day basis. Especially suited for middle level managers and shop floor personnel

### **ADMINISTRATIVE DETAILS**

Date : **January 12-13, 2026**  
(Monday-Tuesday)

Time : **2 Days (9:00 am - 5:00 pm)**

Venue : **FMM Institute, Johor Branch**  
No. 1 & 3, Jalan Kencana Mas 1/1,  
Tebrau Business Park III,  
81100 Johor Bahru, Johor

Fees : **RM 1,215.00 (FMM Member)**  
**RM 1,350.00 (Non member)**  
The fee inclusive Service Tax at 8%  
(SST No: W10-1901-32000105)

Closing Date : **December 29, 2025 (Monday)**

Training Provider : **FMM Institute Johor**  
**MYCOID: 475427W\_JOHOR**

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7-13 working days before the start of the programme is subjected to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subjected to cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.



## COURSE CONTENTS

### Overview of Systematic Problem Solving

- Importance of Root Cause analysis
- Latest requirement of ISO9001:2015
- Use of PDCA
- Modified PDCA: a practical approach

### Systematic Problem Solving Steps

- Step 1 : Problem/Potential problem definition
- Step 2: Containment & Correction
- Step 3: Problem analysis
- Step 4: Identify root cause
- Step 5: Develop solutions
- Step 6: Implement solutions
- Step 7: Evaluate results
- Step 8: Corrective/Preventive actions
- Step 9: Celebrate
- Problem solving worksheet

### Root Cause Analysis (RCA) and Problem Solving tools

#### Tool 1: 4W-2H & 5W-2H Analysis

- Purpose and use
- Practical 1: 5W-2H implementation

#### Tool 2: Why-Why (5 Why) analysis

- Purpose and use
- How to perform why-why? Analysis
- Simple why-why?
- Branced Why-why?
- Cause Map (using Why-Why)?
- Practical 2: Why-why analysis

#### Tool 3: Fishbone Chart

- Purpose and benefits
- How to develop Fishbone chart
- Practical 3: Fishbone chart

### CAR Analysis

- Purpose of CAR in the QMS
- Analysis of current CAR
- CAR in ISO9001:2015
- Improvement of CAR Implementation
- Practical 4: CAR Analysis & Improvement

### Discussion session

### Evaluation

- Written test
- Practical evaluation (by team)

### FACILITATOR

**En. Muhsin Ahamed** has been in the manufacturing industry for over 10 years, working his way up from Production Supervisor to Manufacturing Section Head to Human Resource Development Manager. He has in-depth hands-on experience in various areas of manufacturing such as production, scheduling, planning and testing. In addition, his manufacturing experience also includes the set-up of new production lines. He has spearheaded implementation of many modern manufacturing systems such as 5S, SPC, Lean Production System, Cycle time reduction, ISO9001 implementation and QCC implementation. A degree holder with a Bachelor of Science in Chemistry, Encik Muhsin also holds several diplomas and certificates in Management, Electronics Engineering, Computer Programming and Technology Based Training.

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**EFFECTIVE ROOT CAUSE ANALYSIS AND SYSTEMATIC  
PROBLEM SOLVING****JANUARY 12 - 13 , 2026 | VENUE: FMM INSTITUTE, JOHOR BRANCH**

FMM Institute (475427-W)

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Please tick accordingly:

Fees: ☐ **FMM Member: RM 1,215.00/pax**  
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

☐ **Non Member: RM 1,350.00/pax**  
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

Dear Sir/Madam,

Please register the following participant (s) for the above programme:

**(To be completed in BLOCK LETTERS)**

1.Name:	IC No:	Nationality:
Designation:	Email:	Mobile No.:
2.Name:	IC No:	Nationality:
Designation:	Email:	Mobile No.:

*(if space is insufficient, please attach a separate list)***Disclaimer**

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the webinar. **Cancellation received 5 working days** before the start of the webinar is **subject to a cancellation fee of 50%** of the webinar fees. **Cancellation received 3 working days and below** before the start of the webinar is **subject to a cancellation fee of 100%** of the webinar fees. **If the participant fails to attend the programme, the full webinar fees are payable.** However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the webinar and all efforts will be taken to inform participants of the changes.

**We hereby confirmed that (please tick accordingly):**

☐ We will be claiming under **HRD CORP CLAIMABLE COURSES** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.

☐ I (self-sponsor) / We will **NOT BE CLAIMING** under **HRD CORP CLAIMABLE**. Payment will be made to the account payee **FMM Institute** by cheque or bank transfer to **Maybank Account No. 501280056601**.

**Tin No. : C10626805080****BRO No. : 475427-W****SST No. : W10-1901-32000105****Submitted by:**

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Designation: \_\_\_\_\_ Tel No: \_\_\_\_\_ Moblie No: \_\_\_\_\_

Company: \_\_\_\_\_ Address: \_\_\_\_\_

Tin No. :  
(Company Tax Number)

Business Registration  
No. (New/Old)

SST No  
(If Applicable):

Company Stamp &amp; Signature: \_\_\_\_\_

Date: \_\_\_\_\_