



CAUSAL ANALYSIS AND RESOLUTION (CAR)

OneWayForward Inc.

<http://www.onewayforward.com>

ABOUT ONEWAYFORWARD INC.

- A **sole-proprietary management consultation firm** based in Egypt, incorporated in July 2011.
- Providing **consultation and training services** in the fields of project management, IT management, business process improvement, and related disciplines.
- Other supporting services include translation services and research services.
- **Vision:** To be a world class consultation services firm, well positioned in a global landscape.
- **Mission:** To provide effective useful services with tangible results and real values realized by our customers.

TOPICS

- Purpose of Root Cause Analysis
- Recommended Methods and Tools
 - Appreciation (so what?)
 - Why-Why Analysis
 - Fishbone (Ishikawa / Cause and Effect) Diagram
 - Pareto Analysis
 - Scatter Diagrams
 - Causal Tree
- CMMI CAR Process Area
- Error Elimination Techniques
 - Failure Mode and Effects Analysis
 - Kaizen