



Practical Workshop on Problem Solving through Root Cause Analysis.

Objective:

Participants will practice the Problem Solving methodology using the “8-Step Method on an A3,” following the proper structure and steps to grasp the fundamental concepts of effective problem resolution.

Course Topics:

1. **The A3 as a tool** for learning, documentation, and communication in Problem Solving.
2. **Problem Statement and Definition**, including its Scope.
3. **Data, measurements, and metrics** needed to understand the problem visually or graphically.
4. **The Objective (SMART)** pursued through solving this problem.
5. **Root Cause and Hypothesis**: Steps and tools required to determine them accurately.
6. **Defining Permanent Corrective Actions** aimed at eliminating the Root Cause.
7. **Execution of Permanent Corrective Actions.**
8. **Verification of the impact** of Permanent Corrective Actions on the Objective's metrics.
9. **Controls and Standardizations** needed to sustain the improvement achieved and prevent recurrence.

Duration:

8 horas.

Date:

From February 20th to
February 21st of 2026

Schedule:

Viernes 20 y Sábado 21 de febrero del 2026.

Viernes de 3:00 p.m. a 7:00 p.m. y Sábado de 8:00 a.m. a 12:00 p.m. Hora Local de Baja California, México (GMT-8).

Viernes de 4:00 p.m. a 8:00 p.m. y Sábado de 9:00 a.m. a 1:00 p.m. Hora Local de Sonora, México (GMT-7).

Viernes de 5:00 p.m. a 9:00 p.m. y Sábado de 10:00 a.m. a 2:00 p.m. Hora Local de Ciudad de México (GMT-6).

Investment:

Sign Up Process:

- Click the link below and fill out the form

www.zigmaconsulting.com/programs/1044/sign-up

- It is important to make your payment on time and provide your complete fiscal data. Your invoice will be generated in the first 7 business days after the date your payment is made. Your registration process will be confirmed once we receive via email your proof of payment. (cvaldes@zigmaconsulting.com)

Forms of Payment:

Bank transfers or **check deposit** using the following data:

- **Name:** Brenda Sofía Chávez Mézquita, (Partner, Zigma Consulting)
- **Bank:** Banorte

- **Account Number:** 0685766565
- **Interbank CLABE:** 072 760 00685766565 6

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