

FACILITATOR EVALUATION SUMMARY

Training: Root Cause Analysis **Facilitator(s):** Ned Gravel
Location: Warren, MI **Date:** 01 March 2011

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?	0	0	0	3	6
Were they well defined?	0	0	1	4	4
Were they achieved?	0	0	3	4	2
Course Content:					
Was the material appropriate?	0	0	0	6	3
Complexity (1=too complex or too simple ← → Perfect=5)	0	0	0	7	2
Was the material clear to you?	0	0	1	6	2
Volume (1=too much or not enough ← → Perfect=5)	0	1	1	3	4
Did the handouts fit with this training - did they help?	0	0	2	5	2
Facilitator Methods:					
Did the facilitator allow sufficient discussion?	0	0	1	4	4
Did the facilitator encourage participation?	0	0	1	3	5
Did the facilitator help bring out new group ideas?	0	0	1	5	3
Did the facilitator help close out discussions?	0	0	2	3	4
Would you accept this facilitator again?	0	0	1	2	6
Catering and Facility:					
Was the seminar facility appropriate for the course?	0	0	2	5	2
Was the lunch and breaks service acceptable?	0	0	4	3	2

<u>COMMENTS</u>	<u>REPSONSE</u>
Put definition of Root Cause in Course Booklet	Good suggestion - Done
Could be a full day	Understood. We are restricted in the amount of time we can take so many people from operations but we can certainly offer assistance offline to anyone who wishes it. 905-822-4111, ext 339 or ned.gravel@exova.com . Ich Dien.

Other Comments:

- Enjoyed it.
- Overall very good training and delivery.