

Case Study: Nema Home Care Limited – Root Cause Analysis Training Success Story

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Olasunkanmi Adewusi

Registered Home Care Manager
Nema Home Care Limited

Why?

Olasunkanmi Adewusi, a Registered Home Care Manager at Nema Home Care Limited, identified a recurring issue with a **high number of service complaints**. He wanted to understand how to move beyond quick fixes and identify the underlying causes of problems to improve service quality and client satisfaction.

Solution

Olasunkanmi chose **The Knowledge Academy** to undertake the **Root Cause Analysis** training, aiming to gain practical tools to investigate, analyse, and eliminate systemic issues. The course helped him and his team adopt a structured approach to problem-solving, shifting their focus from immediate fixes to long-term solutions.

Experience

Olasunkanmi described the training as **brilliant**. He rated the course **10 out of 10**, highlighting the trainer's engaging style and deep expertise. He expressed a strong desire to have the same trainer for future sessions and appreciated how interactive and informative the sessions were. His team also thoroughly enjoyed the training experience.

Outcome

The training helped Olasunkanmi and his team implement a more effective approach to identifying and addressing the root causes of recurring issues. This shift in mindset has contributed to **improved service processes and reduced the volume of complaints**, enhancing overall client satisfaction.

Results

- **Quality of Course Content:** 10/10
- **Trainer Feedback:** Brilliant and engaging
- **Booking Experience:** Great

Client Testimonial



Olasunkanmi Adewusi

Registered Home Care Manager, Nema Home Care Limited



“The training was brilliant and very interactive. My team really enjoyed it and found it informative. I hope to have the same trainer back for our next session.”