



**Headquarters:**  
Berkeley, CA

**Company size:**  
3,800+

**Industry:**  
Research

**Founded:**  
1931

Lawrence Berkeley National Laboratory—Berkeley Lab—is on a mission to “Solve the most pressing and profound scientific problems facing mankind.” A U.S. Department of Energy national lab, Berkeley Lab is managed by the University of California and has an unparalleled record of achievement. Researchers associated with the lab have won 13 Nobel Prizes, discovered 16 new elements and received 678 U.S. patents in the last 10 years, to name a few accomplishments. With a reputation for excellence in research, Berkeley Lab is advancing the scope of human knowledge.

### CHALLENGE

To maintain their status as trailblazers in research, the staff at the facility must stay up to date on the latest best practices, and high-quality education opportunities are essential. The leaders at Berkeley Lab recognized the need for training in continuous improvement and started the search for a new education provider.

### SOLUTION

With Creighton University, Berkeley Lab saw a partner just as committed to excellence as they are. After working with Berkeley Lab to understand their needs, Creighton created a custom two-day course. The Causal Analysis and Mistake Proofing course offered training on a systematic approach that:

- Focuses on the causes of problems
- Uses data to determine the cause
- Provides a questioning approach to test potential causes
- Looks objectively at options to decide on solutions
- Uses objective criteria to determine reasonable numbers for return on effort

### OUTCOME

The training empowered teams to use a scientific approach to continuously improve work. Brent Henderson, division director at Berkeley Labs said, “This definitely exceeded my expectations for our first training session. Your instruction was very well received—I have heard nothing but positive feedback. For me, this is an exciting new chapter for my division where I get to help people grow and learn new ways to make our service to the laboratory better, which benefits everyone. You helped us learn new skills that are essential to our success in the future.” After completion of the first training session, a second was planned.

### LET'S PARTNER FOR YOUR FUTURE

The Creighton Center for Professional and Corporate Excellence brings the strengths and expertise of Creighton University to organizations in every industry. Through professional development, continuing education and custom collaborations, we build partnerships that further the University's mission of engaging with and improving our world.

➤ **What can your company do with the right partnership? We can't wait to see.**