

ROOT CAUSE ANALYSIS TECHNIQUES



OUR ACCREDITATION & PARTNERS



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OVERALL DESCRIPTION:

This course provides a strategic shift, equipping you and your teams with the specialized knowledge to move beyond temporary fixes. You will gain a deep understanding of how to systematically uncover the hidden factors behind failures, quality defects, and operational bottlenecks. By mastering these techniques, you'll not only resolve present issues but also build a resilient, proactive culture that drives long-term performance and sustainable competitive advantage.

Course Objectives:

Upon completion of this course, participants will have the knowledge and skills to:

- **Identify** and precisely define problems within their organization by moving from symptom-based observations to a clear problem statement.
- **Differentiate** between various Root Cause Analysis tools and apply the most effective technique for a given business challenge.
- **Facilitate** a collaborative RCA session, guiding teams to generate potential causes and validate them with data.
- **Develop** and implement a comprehensive action plan to address root causes, including a strategy for validating the effectiveness of the solution and monitoring its impact.

Course Outline:

- **The RCA Mindset & Problem Framing:** This module introduces the strategic importance of RCA, differentiating between a 'fix' and a 'solution.' We will cover how to effectively define a problem, scope its impact, and establish clear success metrics.



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Course Outline:

- **Foundational RCA Techniques:** This is a deep dive into the core methodologies. You will learn to use the 5 Whys for rapid, iterative analysis and construct a detailed Cause-and-Effect (Fishbone) Diagram to explore a wide range of potential factors.
- **Advanced Analysis & Validation:** This module focuses on more complex techniques such as Failure Mode and Effects Analysis (FMEA) for proactive risk management. We will also cover how to gather and analyze evidence to confirm the true root cause.
- **Action Planning & Implementation:** The final stage of the process, this module covers how to turn insights into action. We will build robust corrective and preventive action plans, and establish a feedback loop to monitor and confirm the efficacy of the implemented solutions.

WHO SHOULD ATTEND?

This course is designed for professionals and leaders who are committed to improving organizational efficiency, quality, and overall performance. This includes, but is not limited to:

- Project and Program Managers
- Process and Continuous Improvement Specialists
- Quality Assurance and Operations Managers
- Engineers and Technical Leads
- Team Leads and Supervisors seeking to enhance their problem-solving capabilities

Course Methodology:

We utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This training course will be conducted as a highly interactive workshop session. A variety of training methodologies will be used Before and during the course whenever applicable. Some of these methods are gamification, online pre-post test, role plays, self-assessment instruments, group exercises & case studies.

