



Consulting and Training | Reach New Heights

Course Name

Root Cause Analysis Tools & Technique -RCA

Sector Name

Management And Leadership

Document Type

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Root Cause Analysis Tools & Techniques -RCA

Course Introduction

This **5-day** training program on RCA tools and techniques will equip participants with the knowledge and skills to apply RCA methodologies effectively.

Through a combination of theoretical learning, real-world case studies, and hands-on exercises, participants will gain a comprehensive understanding of RCA and how to implement it to resolve recurring issues and enhance performance in their organizations.

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Target Audience

- ✓ Quality Assurance/Quality Control Personnel
- ✓ Operations and Maintenance Managers
- ✓ Safety Officers and Risk Management Professionals
- ✓ Engineers and Technicians
- ✓ Process Improvement Specialists
- ✓ Project Managers
- ✓ Human Resources and Organizational Development Professionals.

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Learning Objectives

- ✓ Define RCA and understand its significance in problem-solving and continuous improvement.
- ✓ Use methods like the "5 Whys," Cause-and-Effect Diagrams, Fault Tree Analysis, and FMEA to systematically uncover root causes of problems.
- ✓ Implement advanced techniques such as Bowtie Analysis, Current Reality Trees (CRT), and Event & Causal Factor Charting for complex problem-solving scenarios.
- ✓ Leverage statistical tools like Histograms, Control Charts, and Scatter Diagrams to support RCA findings.
- ✓ Gather accurate and relevant data to support the RCA process and ensure the correct identification of root causes.
- ✓ Identify and mitigate the role of human error in failures through Human Reliability Analysis and cognitive bias understanding.
- ✓ Create, verify, and validate corrective actions, ensuring their long-term success in preventing future problems.
- ✓ Use RCA to address issues in complex systems and develop process maps to identify breakdowns.
- ✓ Implement strategies for monitoring and sustaining improvements derived from RCA, ensuring ongoing operational efficiency.



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Course Outline

✓ 01 Day One

Introduction to Root Cause Analysis (RCA):

- ✓ Definition and significance in problem-solving.
- ✓ Benefits of RCA in preventing recurring issues and improving efficiency.
- ✓ Types of problems addressed by RCA.
- ✓ Understanding the RCA lifecycle.
- ✓ Case studies: Successful applications of RCA in various industries.

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Course Outline

✓ 02 Day Two

Basic RCA Techniques:

- ✓ The "5 Whys" Technique: A simple method for identifying root causes.
- ✓ Cause and Effect (Fishbone/Ishikawa) Diagrams.
- ✓ Pareto Analysis.
- ✓ DMAIC Template.
- ✓ Exercise: Applying basic RCA techniques to hypothetical scenarios.

Intermediate RCA Tools:

- ✓ Fault Tree Analysis (FTA).
- ✓ Failure Mode and Effects Analysis (FMEA).
- ✓ Affinity Diagrams.
- ✓ Case Study: Applying FTA and FMEA in a manufacturing or service environment.

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Course Outline

✓ 03 Day Three

Advanced RCA Techniques:

- ✓ Bowtie Analysis
- ✓ Current Reality Trees (CRT)
- ✓ Event and Causal Factor Charting
- ✓ Exercise: Building a Bowtie Analysis for a real-world case.

Statistical and Analytical Tools for RCA:

- ✓ Statistical Process Control (SPC).
- ✓ Histogram and Control Charts.
- ✓ Scatter Diagrams and Correlation Analysis.
- ✓ Practical Exercise: Using statistical tools to diagnose process inefficiencies.

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Course Outline

✓ 04 Day Four

Data Collection and Evidence Gathering:

- ✓ Effective data collection for RCA.
- ✓ Tools for data gathering.
- ✓ Evaluating data sources.
- ✓ Case Study: Real-world RCA where poor data collection led to misidentification of root causes.
- ✓ Practical Application.

Human Factors and RCA:

- ✓ The role of human error in failures.
- ✓ Understanding cognitive biases.
- ✓ Human Reliability Analysis (HRA).
- ✓ Case Study: Analyzing the root cause of human error in a critical incident.

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Course Outline

✓ 05 Day Five

RCA in Systems and Processes:

- ✓ RCA in complex systems.
- ✓ Systematic root cause mapping.
- ✓ Process Mapping and Flowcharting.
- ✓ Practical Exercise: Process mapping for an operational problem.

Implementing and Sustaining RCA Solutions:

- ✓ Developing corrective actions.
- ✓ Verifying and validating solutions.
- ✓ Monitoring for recurrence.
- ✓ Sustaining improvements.
- ✓ Case Study: Long-term RCA success in a continuous improvement initiative.
- ✓ Practical Application.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 28, 2026	Oct. 2, 2026	5 days	4950.00 \$	Austria , Vienna
March 15, 2027	March 19, 2027	5 days	4250.00 \$	UAE , Dubai
May 23, 2027	May 27, 2027	5 days	4250.00 \$	KSA , Riyadh
Dec. 21, 2026	Dec. 25, 2026	5 days	4250.00 \$	UAE , Dubai

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