MERCURY

Problem Solving through Root Cause Analysis

28 March – 1 April 2027
Kuala Lumpur (Malaysia)



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Ref: 16361_1083307 **Date:** 28 March – 1 April 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4600 Euro

Introduction:

In today's complex organizational landscapes, recurring issues can impede progress and diminish efficiency. Traditional problem-solving methods often address only the symptoms, leaving underlying causes unexamined. Root Cause Analysis RCA offers a systematic approach to identify and eliminate these fundamental issues.

This Problem Solving through Root Cause Analysis course equips professionals with the tools and methodologies necessary for effective problem resolution. Participants will explore various RCA techniques, including the 5 Whys, Fishbone Diagrams, and Fault Tree Analysis, to identify the root causes of problems.

Through a combination of theoretical knowledge and practical application, learners will develop the skills to implement sustainable solutions. Emphasizing a structured approach, the Problem Solving through Root Cause Analysis program aims to foster a culture of continuous improvement within organizations.

This Problem Solving through Root Cause Analysis training is essential for those seeking to enhance their problem-solving capabilities and contribute to organizational excellence. Participants will lead RCA initiatives, ensuring that problems are not only solved but also prevented from recurring.

Targeted Groups:

This Problem Solving through Root Cause Analysis training targets professionals seeking specialized knowledge and skills:

- Quality Assurance Managers.
- Process Improvement Specialists.
- Manufacturing Engineers.
- Operations Managers.
- Safety Officers.
- Maintenance Supervisors.
- Healthcare Administrators.
- Supply Chain Coordinators.
- Project Managers.
- Compliance Officers.

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Course Objectives:

Participants will achieve the following objectives by completing the "Problem Solving through Root Cause Analysis" course:

- Understand the principles and importance of Root Cause Analysis in problem-solving.
- Identify and differentiate between symptoms and root causes of problems.
- Apply various RCA techniques, such as the 5 Whys and Fishbone Diagrams, to analyze issues.
- Develop skills to facilitate RCA sessions within teams.
- Implement corrective actions based on RCA findings to prevent recurrence.
- Evaluate the effectiveness of implemented solutions through follow-up analyses.
- Foster a culture of continuous improvement within the organization.
- Communicate RCA findings and solutions effectively to stakeholders.
- Integrate RCA into existing quality management systems.
- Lead RCA initiatives to drive organizational excellence.

Targeted Competencies:

Participants will gain the following competencies during the Problem Solving through Root Cause Analysis program:

- Proficiency in identifying and analyzing root causes of problems.
- Ability to apply RCA techniques to various organizational challenges.
- Skill in facilitating effective RCA sessions with cross-functional teams.
- Competence in developing and implementing corrective actions based on RCA findings.
- Capability to evaluate the effectiveness of solutions and make necessary adjustments.
- Understanding of how to integrate RCA into broader organizational processes.
- Knowledge of fostering a culture that supports continuous improvement.
- Aptitude for communicating RCA outcomes and strategies to diverse audiences.
- Leadership skills to champion RCA initiatives within the organization.
- Insight into measuring the impact of RCA on organizational performance.

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Studying Scenarios:

In this Problem Solving through Root Cause Analysis training, participants will develop their skills through the analysis of the following scenarios:

- Investigating a recurring equipment malfunction in a manufacturing plant.
- Addressing delays in a supply chain due to process inefficiencies.
- Resolving customer complaints related to product defects.
- Analyzing safety incidents in a construction environment.
- Identifying causes of high employee turnover in a service organization.
- Examining quality control failures in a food processing facility.
- Addressing communication breakdowns in a project management setting.
- Investigating compliance issues in a healthcare institution.
- Analyzing IT system outages affecting business operations.
- Identifying causes of budget overruns in a government project.

Course Content:

Unit 1: Introduction to Root Cause Analysis:

- Definition and significance of Root Cause Analysis.
- Distinguishing between symptoms and root causes.
- Overview of common RCA techniques.
- Benefits of implementing RCA in organizations.
- Challenges and limitations of RCA.
- The role of RCA in continuous improvement.
- Ethical considerations in conducting RCA.
- Case studies illustrating successful RCA applications.

Unit 2: RCA Techniques and Tools:

- The 5 Whys technique and its application.
- Fishbone Ishikawa Diagram for cause categorization.
- Fault Tree Analysis for complex problem decomposition.
- Pareto Analysis for identifying significant causes.
- Failure Mode and Effects Analysis FMEA for risk assessment.
- Brainstorming sessions to generate potential causes.
- Flowcharting processes to visualize problem sequences.
- Affinity Diagrams for organizing ideas and data.

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Unit 3: Conducting RCA Sessions:

- Preparing for an RCA Session: Setting Objectives and Scope.
- Assembling and training the RCA team.
- Facilitating effective RCA discussions.
- Documenting findings and maintaining records.
- Analyzing data and identifying root causes.
- Developing corrective action plans.
- Assigning responsibilities and timelines.
- Ensuring follow-up and verification of actions.

Unit 4: Implementing Solutions and Monitoring:

- Developing and implementing corrective actions.
- Communicating solutions to stakeholders.
- Training staff on new procedures or practices.
- Monitoring the effectiveness of implemented solutions.
- Adjusting actions based on feedback and results.
- Documenting changes and updates.
- Integrating solutions into standard operating procedures.
- Celebrating successes and recognizing contributions.

Unit 5: Sustaining Continuous Improvement:

- Establishing a culture that supports continuous improvement.
- Utilizing RCA as a proactive problem-solving tool.
- Encouraging open communication and feedback.
- Regularly reviewing and updating processes.
- Engaging leadership in supporting RCA initiatives.
- Providing ongoing training and development opportunities.
- Recognizing and rewarding problem-solving efforts.
- Measuring the impact of RCA on organizational performance.

Final Insights & Key Takeaways:

Root Cause Analysis is a powerful methodology for identifying and addressing the fundamental causes of problems. By equipping professionals with the skills to conduct effective RCA, organizations can foster a culture of continuous improvement. Implementing RCA not only resolves current issues but also prevents future occurrences, leading to enhanced operational efficiency and effectiveness.