

**Course Overview:**

In this course, participants will learn to apply several practical, systematic methods for analyzing incidents and problems to uncover root causes.

**Course Objective:**

- After completing this course, students will know how to:
- Learn how to initiate a root cause analysis and gather data for investigating process and non-process incidents
- Demonstrate how to collect data through interviews and analysis
- Apply powerful techniques to identify and know the difference between symptoms and root causes
- Learn to know when to use the appropriate technique in root cause identification
- Learn how to avoid future incidents by developing appropriate recommendations to address causal factors and root causes
- Develop a process to identify systemic problem areas

**Course Outline:**

- What is a "Problem?"
- Why Problems Persist
- What is A Root Cause?
- Why Root Causes are important
- How to Organize for an RCA
- RCA Roles and Responsibilities
- Assemble your RCA Team
- Modes of Communication
- How to Resolve Conflict
- Select the Problem to Analyze
- Define the selection criteria
- Plan and estimate tasks for the team
- Define the Problem
- Developing your problem statement
- Identify the Source of the Problem
- Selecting the appropriate option

**Who Should Attend:**

Executives, Project Managers, Business Analysts, any one who working with analysts, Quality and process engineers, technicians, corrective action coordinators or managers; supervisors, team leaders, and process operators; anyone who wants to improve their ability to solve recurring problems.

**Training Language:**

English

**Training Methodology:**

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

**Venue | Date | Fees**

Khobar | 26-07-2026 | 14,375 SAR