

COURSE OVERVIEW TM0043
Root Cause Analysis (RCA)

Course Title

Root Cause Analysis (RCA)

Course Date/Venue

September 15-19, 2024/Boardroom 1, Elite
 Byblos Hotel Al Barsha, Sheikh Zayed Road,
 Dubai, UAE

Course Reference

TM0043

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



This course is designed to provide participants with a detailed and up-to-date overview of Root Cause Analysis. It covers the importance, process and benefits of RCA; the roles and responsibilities; the different data collection techniques used in RCA; the appropriate data collection tools and tips for accurate data collection; analyzing data using statistical tools; the patterns and trends and data interpretation and validation; the brainstorming techniques for generating possible causes; organizing and structuring the causes using cause mapping; the fishbone or Ishikawa diagram; and identifying the root cause and narrowing down the possible causes.



Further, the course will also discuss the "5 Whys" technique and the effective solutions to address the root cause; the effectiveness of the implemented solutions, comparison of pre- and post-implementation data and continuous improvement of the solution; communicating RCA findings and recommendations to stakeholders; developing a comprehensive RCA report and tips for presenting data and findings effectively; the importance of teamwork in RCA, developing a collaborative RCA culture and building effective RCA teams; and the appropriate RCA tool for a specific situation.

During this interactive course, participants will learn the advantages and limitations of RCA tools and techniques; the RCA implementation plan and strategies for successful RCA implementation; overcoming barriers to RCA implementation; the relationship between RCA and quality assurance, incorporating RCA into the quality assurance process and the benefits of RCA in quality assurance; identifying the safety hazards through RCA and the role of RCA in improving laboratory safety; the relationship between RCA and risk management; identifying and assessing risks through RCA and incorporating RCA into risk management processes; the role of RCA in continuous improvement; the continuous improvement methodologies; the compliance requirements for RCA and incorporating RCA into regulatory compliance processes; developing RCA program; establishing RCA policies and procedures; and evaluating and improving the RCA program.

Course Objectives

Upon the successful completion of this course, each participant will be able to: -

- Apply and gain an in-depth knowledge on root cause analysis
- Discuss the importance of RCA including its process, benefits and the roles and responsibilities
- Apply the different data collection techniques used in RCA, select appropriate data collection tools and use tips for accurate data collection
- Analyze data using statistical tools, identify the patterns and trends and interpret and validate data
- Carryout brainstorming techniques for generating possible causes and organize and structure the causes using cause mapping
- Describe the fishbone or Ishikawa diagram, identify root cause and narrow down the possible causes
- Use the "5 Whys" technique to identify the root cause and verify the root cause through data analysis
- Develop effective solutions to address the root cause, apply criteria for selecting the best solution and implement planning and execution
- Ensure the effectiveness of the solution and monitor and document the implementation process
- Evaluate the effectiveness of the implemented solutions, compare pre- and post-implementation data and apply continuous improvement of the solution
- Communicate RCA findings and recommendations to stakeholders and develop comprehensive RCA report and tips for presenting data and findings effectively
- Discuss the importance of teamwork in RCA, develop a collaborative RCA culture and build effective RCA teams
- Choose the appropriate RCA tool for a specific situation and identify the advantages and limitations of RCA tools and techniques
- Develop RCA implementation plan and strategies for successful RCA implementation and overcome barriers to RCA implementation
- Determine the relationship between RCA and quality assurance, incorporate RCA into the quality assurance process and discuss the benefits of RCA in quality assurance

- Identify safety hazards through RCA and the role of RCA in improving laboratory safety
- Explain the relationship between RCA and risk management, identify and assess risks through RCA and incorporate RCA into risk management processes
- Discuss the role of RCA in continuous improvement, carryout continuous improvement methodologies and incorporate RCA into continuous improvement processes
- Explain the compliance requirements for RCA and incorporate RCA into regulatory compliance processes
- Develop RCA program, establish RCA policies and procedures and evaluate and improve the RCA program

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor’s actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of root cause analysis for those involved in RCA in operations, production, maintenance, HSE, laboratory, quality, HRM, auditing, inspection, asset integrity, facility management, plant management, performance assessment, higher management, etc. This includes managers, engineers, analysts, specialists, supervisors, superintendents, foremen, technologists, chemists, lead and technicians.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

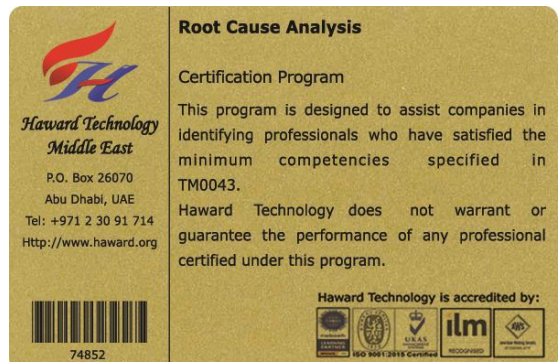
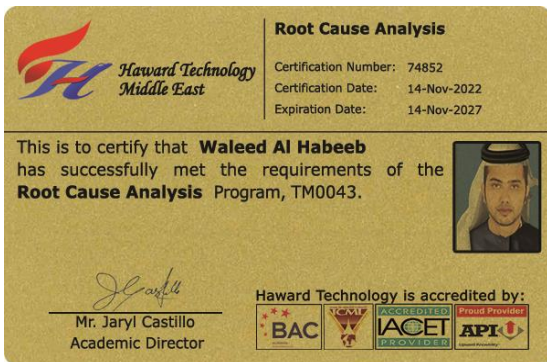
Course Certificate(s)

(1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-



- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

* Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology *



Haward Technology Middle East

Continuing Professional Development (HTME-CPD)

CEUs

CEU Official Transcript of Records

TOR Issuance Date: 14-Nov-22

HTME No. 74852

Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
TM0043	Root Cause Analysis	November 10-14, 2022	30	3.0

Total No. of CEU's Earned as of TOR Issuance Date **3.0**

TRUE COPY



Jaryl Castillo
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Hemdon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by










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Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

- 
The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Steve Magalios, CEng, PGDip (on-going), MSc, BSc, **Senior Management Consultant** with over **40 years** of extensive experience in the areas of **Project Scheduling & Cost Control, Project Planning, Scheduling & Cost Control Professional**, Effective Quality Management System (QMS), QMS Framework, **Quality Assurance Standards, QA Audit Process & Techniques, Coaching Skills, Coaching Plan, Mentoring Techniques, Communication & Listening Techniques, Office Administration, Office Management, Invoice Management, Administration**

Process, Administration Work Procedures, Facilitation & Leadership Skills, Human Resource Development, Psychometric Testing, Career Development & Competence, Succession Planning, Self-Development & Empowerment, Personal Learning Needs Identification, Critical Success Factors (CSFs), Key Performance Indicators (KPIs), Productivity Creativity & Thinking Modes, Human Resource Scorecard Management, Career Laddering, Fast-Track Career Progression Application, Knowledge Management, Customer Management, Leadership Skills, Presentation Skills, Negotiation Skills, Communication Skills, Emotional Intelligence, Performance Management, Contract Management, Quality Management, Commercial Strategy, Project Management, Risk Management, Leadership & Business Management, Human Resource Management, Planning, Budgeting & Cost Control, Business Development, Innovation, Organization Management & Business Consulting, Stakeholder & Supplier Evaluation, Data Collection & Information Gathering, Value & Supply Chain Management, Intellectual Property & Innovation Assessments, Logistics & Supply Chain Management, Budgeting & Cost Control and Marketing Management. Currently, he is the **Chartered Professional Surveyor Engineer & Urban-Regional Planner** wherein he is deeply involved in providing exact data, measurements and determining properly boundaries. He is also responsible in preparing and maintaining sketches, maps, reports and legal description of surveys.

During his career, Mr. Magalios has gained his expertise and thorough practical experience through challenging positions such as a **Project Site Construction Manager, Construction Site Manager, Project Manager, Deputy PMS Manager, Head of the Public Project Inspection Field Team, Technical Consultant, Senior Consultant, Consultant/Lecturer, Construction Team Leader, Lead Pipeline Engineer, Project Construction Lead Supervising Engineer, Lead Site Engineer, Senior Site Engineer Lead Engineer, Senior Site Engineer, R.O.W. Coordinator, Site Representative, Supervision Head and Contractor** for international companies such as the Penspen International Limited, Eptista Servicios de Ingenieria S.I., J/V ILF Pantec TH. Papaioannou & Co. – Emenergy Engineering, J/V Karaylannis S.A. – Intracom Constructions S.A., Ergaz Ltd., Alkyonis 7, Palaeo Faliro, Piraeus, Elpet Valkaniki S.A., Asprofos S.A., J/V Depa S.A. just to name a few.

Mr. Magalios is a **Registered Chartered Engineer** and has **Master and Bachelor** degrees in **Surveying Engineering** from the **University of New Brunswick, Canada** and the **National Technical University of Athens, Greece**, respectively. Further, he is currently enrolled for **Post-graduate in Quality Assurance** from the **Hellenic Open University, Greece**. He has further obtained a Level 4B Certificates in Project Management from the National & Kapodistrian University of Athens, Greece and Environmental Auditing from the Environmental Auditors Registration Association (EARA). Moreover, he is a **Certified Instructor/Trainer**, a **Chartered Engineer** of Technical Chamber of Greece and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. He has delivered numerous trainings, workshops, seminars, courses and conferences internationally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 15th of September 2024

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Introduction to Root Cause Analysis (RCA) What is RCA and Why it is Important? • The RCA Process and Its Benefits • Roles & Responsibilities
0930 – 0945	Break
0945 – 1100	Data Collection Techniques Different Data Collection Techniques Used in RCA • Selection of Appropriate Data Collection Tools
1100 – 1230	Data Collection Techniques (cont'd) Tips for Accurate Data Collection
1230 – 1245	Break
1245 – 1420	Analyzing Data Analyzing Data Using Statistical Tools • Identifying Patterns and Trends • Data Interpretation and Validation
1420 - 1430	Recap
1430	Lunch & End of Day One

Day 2: Monday, 16th of September 2024

0730 – 0900	Brainstorming & Cause Mapping Brainstorming Techniques for Generating Possible Causes • Organizing and Structuring the Causes Using Cause Mapping • The Fishbone or Ishikawa Diagram
0900 – 0915	Break
0915 – 1100	Identifying the Root Cause Narrowing Down the Possible Causes • Using the "5 Whys" Technique to Identify the Root Cause • Verification of the Root Cause Through Data Analysis
1100 – 1230	Developing Solutions Developing Effective Solutions to Address the Root Cause • Criteria for Selecting the Best Solution • Implementation Planning and Execution
1230 – 1245	Break
1245 – 1420	Implementing Solutions Ensuring the Effectiveness of the Solution • Monitoring the Implementation Process • Documenting the Implementation Process
1420 - 1430	Recap
1430	Lunch & End of Day Two

Day 3: Tuesday, 17th of September 2024

0730 – 0930	Evaluating the Effectiveness of Solutions Evaluating the Effectiveness of the Implemented Solutions • Comparison of pre- and post-Implementation Data • Continuous Improvement of the Solution
0930 – 0945	Break
0945 – 1100	Communication & Reporting Communicating RCA Findings and Recommendations to Stakeholders • Developing a Comprehensive RCA Report • Tips for Presenting Data and Findings Effectively



1100 – 1230	RCA Teamwork <i>The Importance of Teamwork in RCA • Developing a Collaborative RCA Culture • Building Effective RCA Teams</i>
1230 – 1245	Break
1245 – 1420	RCA Tools & Techniques <i>Choosing the Appropriate RCA Tool for a Specific Situation • Advantages and Limitations of RCA Tools and Techniques</i>
1420 - 1430	Recap
1430	Lunch & End of Day Three

Day 4: Wednesday, 18th of September 2024

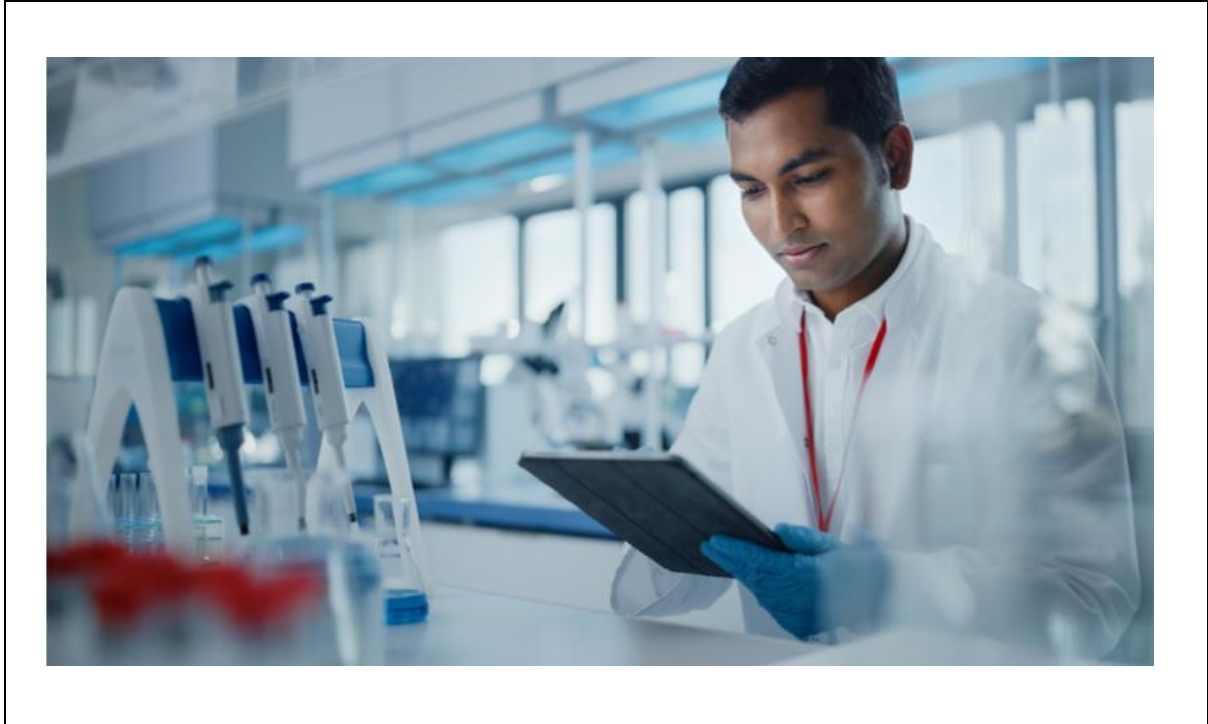
0730 – 0930	RCA Case Studies <i>Case Studies to Illustrate the RCA Process • Analysis of RCA Case Studies • Learning from RCA Case Studies</i>
0930 – 0945	Break
0945 – 1100	RCA Implementation Strategies <i>Developing an RCA Implementation Plan • Strategies for Successful RCA Implementation • Overcoming Barriers to RCA Implementation</i>
1100 – 1230	RCA & Quality Assurance <i>The Relationship Between RCA and Quality Assurance • Incorporating RCA Into the Quality Assurance Process • Benefits of RCA in Quality Assurance</i>
1230 – 1245	Break
1245 – 1420	RCA & Safety <i>The Relationship Between RCA and Safety • Identifying Safety Hazards Through RCA • The Role of RCA in Improving Laboratory Safety</i>
1420 - 1430	Recap
1430	Lunch & End of Day Four

Day 5: Thursday, 19th of September 2024

0730 – 0930	RCA & Risk Management <i>The Relationship Between RCA and Risk Management • Identifying and Assessing Risks Through RCA • Incorporating RCA Into Risk Management Processes</i>
0930 – 0945	Break
0945 – 1100	RCA & Continuous Improvement <i>The Role of RCA in Continuous Improvement • Continuous Improvement Methodologies • Incorporating RCA Into Continuous Improvement Processes</i>
1100 – 1200	RCA & Regulatory Compliance <i>The Relationship Between RCA and Regulatory Compliance • Compliance Requirements for RCA • Incorporating RCA Into Regulatory Compliance Processes</i>
1200 – 1215	Break
1215 – 1300	RCA Program Development <i>Developing an RCA Program • Establishing RCA Policies and Procedures • Evaluating and Improving the RCA Program</i>
1300 – 1315	Course Conclusion
1315 – 1415	COMPETENCY EXAM
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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