ROOT CAUSE ANALYSIS (RCA) TRAINING

Course Title: Root Cause Analysis (RCA) Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This 2-day training program provides participants with a structured approach to identifying and addressing the root causes of problems. The course focuses on using proven RCA tools and techniques to prevent recurrence, improve decision-making, and enhance operational efficiency.

OBJECTIVE(S):

- Understand the principles and importance of Root Cause Analysis.
- Learn to identify and document root causes of problems.
- Develop skills to use RCA tools such as the 5 Whys and Fishbone Diagram.
- Create and implement corrective actions to resolve issues effectively.
- Promote a culture of continuous improvement through RCA practices.

TARGET GROUP(S):

- Managers and supervisors.
- Safety and quality assurance personnel.
- Problem-solving and process improvement teams.
- Employees involved in operational excellence initiatives.

ENTRY REQUIREMENT(S):

- Able to read, write, and communicate verbally in Malay/English.

TOPIC(S):

1. Introduction to Root Cause Analysis (RCA).
2. Common RCA Tools: 5 Whys, Fishbone Diagram, Fault Tree Analysis.
3. Steps for Conducting RCA.
4. Developing Corrective and Preventive Actions.
5. Practical Applications of RCA in Problem Solving.

LIST OF REFERENCE BOOK(S):

- "Root Cause Analysis: The Core of Problem Solving and Corrective Action"
- RCA Guidelines and Templates by Local and International Standards.

LIST OF TEACHING AID(S):

- RCA process templates and worksheets.
- Case studies for RCA exercises.
- LCD projector and computer.
- Whiteboard with accessories.

METHODOLOGY(S):

- Lecture.
- Group discussions and brainstorming sessions.
- Practical exercises on RCA tools.
- Case study analysis and scenario-based activities.

TRAINING SCHEDULE

Day 1

Time	Activity/Topic
8:30 am - 9:00 am	Registration and Introduction
9:00 am - 10:30 am	Topic 1: Introduction to Root Cause Analysis (RCA)
10:30 am - 10:45 am	**Morning Tea Break**
10:45 am - 12:30 pm	Topic 2: RCA Tools: 5 Whys and Fishbone Diagram
12:30 pm - 1:30 pm	**Lunch Break**
1:30 pm - 3:30 pm	Practical Session: Using 5 Whys and Fishbone Diagram
3:30 pm - 3:45 pm	**Afternoon Tea Break**
3:45 pm - 5:00 pm	Group Activity: Identifying Root Causes in Scenarios

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TRAINING SCHEDULE

Day 2

Time	Activity/Topic
8:30 am - 9:00 am	Recap of Day 1
9:00 am - 10:30 am	Topic 3: Steps for Conducting RCA
10:30 am - 10:45 am	**Morning Tea Break**
10:45 am - 12:30 pm	Topic 4: Developing Corrective and Preventive Actions
12:30 pm - 1:30 pm	**Lunch Break**
1:30 pm - 3:30 pm	Practical Exercise: Applying RCA Tools to Real-World Problems
3:30 pm - 3:45 pm	**Afternoon Tea Break**
3:45 pm - 5:00 pm	Case Study: Successful RCA Implementation Examples