

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Root Cause Analysis and Corrective Action

5 days | Classroom training | English

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Course content

Why attend

This course on Root Cause Analysis and Corrective Action equips professionals with systematic techniques to identify underlying issues in processes and implement effective corrective measures. Participants will enhance their problem-solving skills, leading to improved operational efficiency and reduced recurrence of issues.

In today's fast-paced business environment, organisations face persistent challenges that can undermine productivity and quality. Identifying the root causes of these issues is crucial for long-term success. This course addresses the need for professionals to develop a structured approach to problem-solving, enabling them to tackle complex operational challenges effectively. Participants will learn to apply various analytical tools and methodologies, such as the 5 Whys and Fishbone Diagram, to dissect problems systematically.
This capability is vital for making informed decisions that drive continuous improvement and operational excellence, ultimately enhancing the organisation's competitive edge.
Participants will engage in practical exercises that simulate real-world scenarios, allowing them to apply root cause analysis techniques and formulate corrective actions. By mastering these skills, they will be better equipped to make informed decisions, enhance team collaboration, and drive continuous improvement initiatives within their organisations.
The course will also focus on developing actionable plans that ensure the implementation of corrective measures is effective and sustainable. This hands-on experience will empower participants to lead initiatives that not only resolve immediate issues but also prevent future occurrences, fostering a culture of proactive problem-solving.

Professional Problems This Course Is Designed to Solve

- Recurring failures addressed through temporary fixes.
- Root-cause decisions based on assumptions rather than evidence.
- Corrective actions without effective follow-up or verification.

Course methodology

The course employs a blend of interactive workshops, case studies, and group discussions to facilitate learning. Participants will engage in hands-on exercises that involve analysing fictional case scenarios, using tools such as the Fishbone Diagram and the 5 Whys technique. Each session culminates in practical outputs, including root cause analysis reports and action plans, ensuring that participants can apply their learning to real-world situations. Additionally, peer feedback sessions will enhance collaborative learning, allowing participants to refine their approaches and share insights. This methodology ensures a comprehensive understanding of both theoretical concepts and practical applications, fostering a robust learning environment that prepares participants for real-world challenges.



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Course objectives

By the end of this course, participants will be able to:
• Analyse operational issues to identify root causes using systematic techniques.
• Apply the 5 Whys method to uncover underlying problems in case studies.
• Construct Fishbone Diagrams to visually represent potential causes of issues.
• Evaluate corrective actions for effectiveness and feasibility in specific scenarios.
• Prioritise corrective actions based on impact and resource availability.
• Design a comprehensive action plan to address identified root causes and prevent recurrence.

Target audience

This course is suitable for:
• Quality Assurance Professionals - responsible for maintaining standards and improving processes.
• Operations Managers - tasked with optimising workflows and reducing inefficiencies.
• Project Managers - needing to address issues that impact project delivery and success.
• Continuous Improvement Specialists - focused on implementing best practices and enhancing performance.

Target competencies

Participants will develop competencies in:
• Conduct thorough root cause analyses using established methodologies.
• Facilitate team discussions to gather insights on problem-solving.
• Develop actionable plans based on analysis findings.
• Utilise visual tools to communicate complex issues effectively.
• Implement corrective actions and monitor their effectiveness.
• Engage stakeholders in the problem-solving process.

Course outline

Day 1: Introduction to Root Cause Analysis

Applied activity: Participants will analyse a fictional case where a manufacturing defect has been reported. They will gather data, identify symptoms, and discuss potential root causes using initial brainstorming techniques, focusing on evidence-based analysis to ensure a thorough understanding of the issues at hand.
Output: A list of identified symptoms and potential root causes, documented in a structured format.

09:00–09:54	Define root cause analysis and its importance in problem-solving within organisations.



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09:54–10:48	Explore common methodologies for root cause analysis, including qualitative and quantitative approaches.
10:48–11:00	Identify the difference between symptoms and root causes to avoid misdiagnosis.
11:00–11:30	**Coffee break**
11:30–12:12	Identify the difference between symptoms and root causes to avoid misdiagnosis. (continued)
12:12–13:06	Discuss the role of data collection and analysis in identifying root causes effectively.
13:06–14:00	Introduce key tools for root cause analysis, such as the 5 Whys and Fishbone Diagram.

Day 2: Techniques for Root Cause Identification

Applied activity: In groups, participants will apply the 5 Whys technique to a case study involving a service delivery failure, documenting each step of their analysis and discussing findings to ensure comprehensive understanding and collaborative learning throughout the process.
Output: A completed 5 Whys analysis chart, detailing the root cause and contributing factors.

09:00–09:54	Introduce the 5 Whys technique and its application in various scenarios to drill down to root causes.
09:54–10:48	Explore the Fishbone Diagram for categorising potential causes and facilitating team discussions.
10:48–11:00	Discuss the role of process mapping in identifying issues and visualising workflows.
11:00–11:30	**Coffee break**
11:30–12:12	Discuss the role of process mapping in identifying issues and visualising workflows. (continued)
12:12–13:06	Examine the Pareto Principle in prioritising problems based on frequency and impact.
13:06–14:00	Practice using techniques through group exercises, enhancing collaborative problem-solving skills.

Day 3: Evaluating and Prioritising Causes

Applied activity: Participants will evaluate a list of potential causes from a previous case study, using a prioritisation matrix to determine which causes to address first based on impact and feasibility, fostering critical thinking and collaborative decision-making in the process.
Output: A prioritised list of root causes with justification, ready for action planning.

09:00–09:54	Learn how to assess the impact of identified root causes on overall business performance and quality.
09:54–10:48	Discuss criteria for prioritising corrective actions based on urgency, impact, and resource availability.



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10:48–11:00	Introduce risk assessment tools for decision-making, including risk matrices and impact assessments.
11:00–11:30	Coffee break
11:30–12:12	Introduce risk assessment tools for decision-making, including risk matrices and impact assessments. (continued)
12:12–13:06	Explore stakeholder analysis in the context of corrective actions to ensure buy-in and support.
13:06–14:00	Practice prioritisation through real-world examples, simulating decision-making processes.

Day 4: Developing Corrective Action Plans

Applied activity: Using the prioritised root causes identified earlier, participants will develop a corrective action plan that outlines specific actions, responsible parties, and timelines, ensuring comprehensive coverage of issues and fostering accountability within teams.
Output: A comprehensive corrective action plan, including timelines and assigned responsibilities.

09:00–09:54	Understand the components of an effective corrective action plan, including objectives, actions, and timelines.
09:54–10:48	Learn how to set SMART objectives for corrective actions to ensure clarity and accountability.
10:48–11:00	Discuss the importance of stakeholder engagement in action planning to facilitate successful implementation.
11:00–11:30	Coffee break
11:30–12:12	Discuss the importance of stakeholder engagement in action planning to facilitate successful implementation. (continued)
12:12–13:06	Explore methods for communicating corrective actions to teams and ensuring alignment.
13:06–14:00	Practice drafting a corrective action plan based on prioritised root causes identified earlier.

Day 5: Integrated Application of Root Cause Analysis

Applied activity: Participants will work in teams to analyse a complex scenario involving multiple issues in a fictional organisation, applying all techniques learned to identify root causes and develop a cohesive corrective action plan, simulating real-world challenges and ensuring comprehensive application of skills.
Output: A detailed report summarising the root cause analysis and proposed corrective actions, ready for presentation.

09:00–09:54	Review the entire root cause analysis process from identification to action planning, reinforcing learned concepts.



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09:54–10:48	Discuss the importance of monitoring and reviewing corrective actions to ensure ongoing effectiveness.
10:48–11:00	Explore case studies of successful root cause analysis implementations to highlight best practices.
11:00–11:30	**Coffee break**
11:30–12:12	Explore case studies of successful root cause analysis implementations to highlight best practices. (continued)
12:12–13:06	Practice integrating all learned techniques in a simulated scenario involving multiple issues.
13:06–14:00	Prepare for ongoing improvement and learning through continuous feedback and adaptation.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,450.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.-**
Paris Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,860.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.-**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,650.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.-**
Amsterdam Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,540.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.-**
Singapore Confirmed dates	18 Jan 2027	22 Jan 2027	**£2,820.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.-**
Vienna Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,940.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.-**
London Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,450.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**£3,150.–**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.–**
Frankfurt Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,650.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.–**
Cape Town Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,890.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,250.–**
Paris Confirmed dates	5 Apr 2027	9 Apr 2027	**£2,860.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**£1,250.-**
Istanbul Confirmed dates	19 Apr 2027	23 Apr 2027	**£2,650.-**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.-**
Amsterdam Confirmed dates	3 May 2027	7 May 2027	**£2,540.-**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.-**
Singapore Confirmed dates	17 May 2027	21 May 2027	**£2,820.-**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.-**
Rome Confirmed dates	31 May 2027	4 Jun 2027	**£2,450.-**
Online Confirmed dates	31 May 2027	4 Jun 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
London Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,450.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.–**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**£3,150.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Frankfurt Confirmed dates	5 Jul 2027	9 Jul 2027	**£2,650.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,450.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.–**
Barcelona Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,840.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.-**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**£2,860.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,250.-**
Istanbul Confirmed dates	16 Aug 2027	20 Aug 2027	**£2,650.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**£1,250.-**
Amsterdam Confirmed dates	6 Sept 2027	10 Sept 2027	**£2,540.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Singapore Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,820.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Cape Town Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,890.–**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,250.–**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,450.–**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.–**
Dubai Confirmed dates	18 Oct 2027	22 Oct 2027	**£3,150.–**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,250.–**
Frankfurt Confirmed dates	1 Nov 2027	5 Nov 2027	**£2,650.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,450.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
Rome Confirmed dates	29 Nov 2027	3 Dec 2027	**£2,450.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**£1,250.-**
Paris Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,860.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**
Istanbul Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,650.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.-**



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Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online