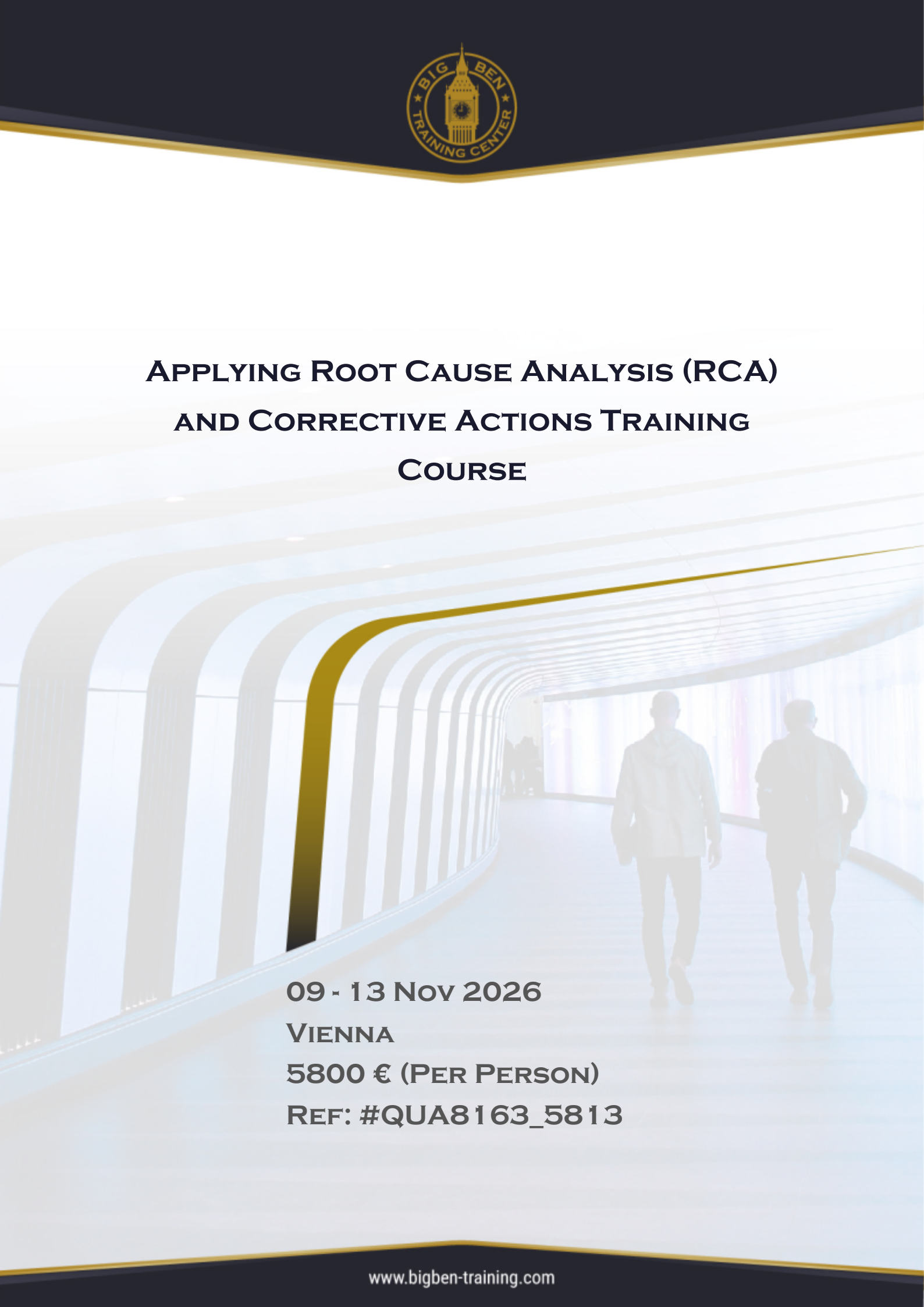
Applying Root Cause Analysis (RCA) and Corrective Actions Training Course



09 - 13 Nov 2026

Vienna

5800 € (Per Person)

Ref: #QUA8163_5813

Course Introduction / Overview:

In a complex business environment, simply fixing a problem on the surface is not enough; true improvement comes from identifying and eliminating the root cause. This training course is designed to provide professionals, managers, and problem-solvers with the frameworks and practical skills to conduct a thorough Root Cause Analysis (RCA) and implement effective Corrective Actions to prevent recurrence. It goes beyond a simple focus on reactive problem-solving to explore the strategic principles of proactive defect prevention and continuous improvement. We will explore how to define a problem, use a variety of tools to find the root cause, and develop a plan for implementing corrective actions that are verifiable and sustainable. The curriculum is informed by the foundational work of global academics like Dr. Kaoru Ishikawa, whose work on quality circles and the Ishikawa Diagram (also known as the Fishbone Diagram) have shaped how organizations approach problem-solving. His principles provide a valuable lens for organizing complex information and finding the true cause of a problem. This program provides a clear blueprint for turning a recurring issue into a powerful opportunity for organizational learning and process excellence. BIG BEN Training Center is committed to empowering professionals to become effective and strategic problem-solvers.

Target Audience / This training course is suitable for:

- Quality engineers and analysts.
- Operations and production managers.
- Continuous improvement specialists.
- Project managers.
- Maintenance and reliability engineers.
- Auditors and compliance officers.
- Risk managers.

Target Sectors and Industries:

- Manufacturing and engineering.
- Healthcare and pharmaceuticals.
- Information technology and software.
- Financial services.
- Logistics and supply chain.
- Aerospace and defense.
- Government agencies and public services.

Target Organizations Departments:

- Quality Assurance.
- Operations.
- Engineering.
- Process Improvement.
- Customer Service.
- Maintenance.
- Risk Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Define a problem and its impact.
- Apply different RCA tools and techniques.
- Distinguish between symptoms and root causes.
- Develop and implement effective corrective actions.
- Verify the effectiveness of a corrective action.
- Use a data-driven decision-making approach.
- Lead a root cause analysis team.
- Develop a personal plan for applying RCA in their work.

Course Methodology:

This training course uses a highly interactive and case-based methodology to ensure participants gain actionable skills in Root Cause Analysis and Corrective Actions. The program incorporates detailed case studies of real-world problems from various industries, demonstrating how a systematic approach can uncover hidden issues. We will use interactive workshops and problem-solving exercises to practice critical skills like creating a Fishbone Diagram, conducting a 5 Whys analysis, and developing a corrective action plan. The course includes a hands-on group project where participants will work together to analyze a fictional scenario and present a full RCA and corrective action report. BIG BEN Training Center believes that hands-on training is essential for mastering these new ways of working. Our expert facilitators will guide discussions and provide personalized feedback, ensuring that participants leave with the confidence and practical experience needed to prevent recurring problems.

Course Agenda (Course Units):

Unit One: Foundations of Problem-Solving

- Reactive vs. proactive problem-solving.
- The importance of finding the root cause.
- Introduction to the RCA process.
- Defining the problem statement.
- Building a problem-solving team.

Unit Two: Tools for Root Cause Analysis

- The Ishikawa Diagram (Fishbone).
- The 5 Whys analysis.
- Pareto charts.
- Cause and effect matrices.
- Data collection and analysis.

Unit Three: Developing and Implementing Corrective Actions

- Distinguishing between a fix and a corrective action.
- Brainstorming and selecting solutions.
- Creating an action plan.
- Gaining buy-in from stakeholders.
- The role of a leader in implementation.

Unit Four: Verifying and Sustaining the Gains

- Methods for verifying a corrective action's effectiveness.
- Developing a control plan.
- Communicating the results of the RCA.
- The role of documentation and standards.
- Integrating RCA into a management system.

Unit Five: Building a Culture of Problem Prevention

- The human element of problem-solving.
- Empowering teams to find solutions.
- The role of leadership.
- Recognizing and rewarding proactive behavior.
- Developing a personal action plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization, which is under pressure to solve problems quickly, create the time and space for a thorough Root Cause Analysis that prevents a problem from ever happening again?

What unique qualities does this course offer compared to other courses?

This training course is a highly specialized program that focuses on the practical and integrated process of Root Cause Analysis and Corrective Actions, which sets it apart from more theoretical courses. We go beyond a simple focus on tools to provide a holistic framework for a structured and disciplined approach to problem-solving. Our curriculum is tailored to address the specific needs of professionals who need to not just fix problems, but to prevent them from recurring. The course distinguishes itself by emphasizing not only the technical skills needed to use RCA tools but also the strategic and leadership skills required to lead a successful corrective action initiative. By focusing on both the practical and the systemic aspects of RCA, this program provides an invaluable skill set that is essential for any professional committed to continuous improvement.