

ROOT CAUSE ANALYSIS

Introduction

Issues arise in almost every project. But knowing there's an issue is one thing; figuring out its cause and how to solve the problem is another.

Root Cause Analysis (RCA) is a set of problem-solving techniques and tools that offers teams an opportunity to identify the root causes of problems they are facing. RCA involves more than just identifying the root cause of a problem, it helps teams identify contributing factors, prepare corrective actions, and improve business processes through continuous improvement.

Program Outcomes

At the end of this training, participants will be able to:

- Discover the root cause of a problem or event
- Understand how to fix, compensate, or learn from any underlying issues within the root cause
- Apply what they learn from the analysis to systematically prevent future issues or to repeat success

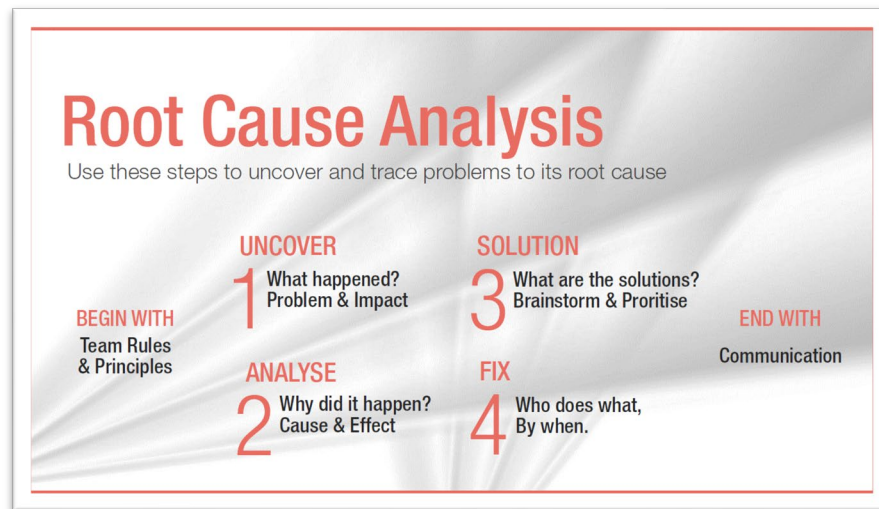
Methodology

Root Cause Analysis is a half-day training programme filled with personal sharing, theory and individual / group-based activities.

Program Itinerary

During the session, the participants will learn the following content:

- Introduction
- Begin with Team Rules & Principles
- Step 1: Uncover
- Step 2: Analyse
- Step 3: Solution
- Step 4: Fix
- End with Communication



Who Should Attend

This Root Cause Analysis training is equally suitable for Middle-Managers, Supervisors, Project Leaders, General Workforce and individuals who seek to learn on finding the origin of a problem.

Duration

- Half-day training session

Course Materials

Full Root Cause Analysis materials will be provided including

- Course workbook,
- Poster, and
- Supporting materials.

A 'Certificate of Completion' will be presented to all participant.

Training Fees

Retail price : BND 290.00 per participant

Medium of Instruction

The course will be conducted predominantly in English Language. Malay Language will be used if necessary.

About the Trainer

Sairul Rhymin C.A. Mohamed

He has over 30 years of experience in Telecommunications, People Development, IT and E-Government. Fluent in Technical aspects, Business Management and Finance. He is a professional chartered engineer (Member of the IET). He held senior positions in both the Government and Private sector in Brunei Darussalam. A practitioner of GTD® and Crucial Conversations® for many years, he is passionate in helping others achieve greater personal productivity through the GTD® methodology and Crucial Conversations®.

He is chosen by the *Institut Perkhidmatan Awam* to train all of the Young Executive Program participants: Seven years running since the program was initiated.

He is a **certified Crucial Conversations® Trainer**, and a **certified GTD® Master Trainer** who was trained by David Allen and senior GTD® Coaches. He has been invited to give numerous talks and trains individuals and organisations in Brunei Darussalam and Malaysia. Past participants said that they valued his depth of experience in managerial and technical position which he shared during the course.

Notable Clients under Rhymin & Partners

