# Root Cause Analysis Training

BILGINC IT Academy
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Duration: **1 Day**

Organizations often spend significant time addressing symptoms rather than eliminating the underlying causes of recurring issues. Effective Root Cause Analysis (RCA) helps teams move beyond short-term fixes and develop sustainable solutions that drive measurable business improvements.

This practical workshop provides participants with proven frameworks, analytical tools, and collaborative techniques for identifying root causes, evaluating improvement opportunities, and implementing effective corrective actions.

Through real-world examples and hands-on exercises, learners gain experience using methods such as the Five Whys, Pareto Analysis, Fishbone Diagrams, Gap Analysis, and other structured problem-solving tools.

By the end of the course, participants will be able to transform analysis into actionable recommendations and improvement initiatives.

## Who Should Attend

This course is designed for:

- Team leaders and supervisors
- Business analysts
- Process improvement professionals
- Project managers
- Quality assurance specialists
- Operations managers
- Customer support and service leaders
- Engineers and technical professionals
- Change management practitioners
- Anyone seeking to strengthen analytical thinking and structured problem-solving skills

## What You Will Learn

Upon completion of the workshop, participants will be able to:

- Define business problems and opportunities using structured frameworks
- Develop requirements using SMART criteria
- Create effective situation statements
- Apply Pareto Analysis to prioritize issues
- Use the Five Whys technique to uncover root causes
- Build and interpret Fishbone (Ishikawa) Diagrams
- Analyze complex relationships using Interrelationship Diagrams
- Conduct Gap Analysis to identify improvement opportunities
- Evaluate solution alternatives through feasibility and cost-benefit analysis
- Facilitate collaborative problem-solving workshops
- Convert analytical findings into actionable implementation plans

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## Training Outline

### Introduction to Root Cause Analysis

- Fundamentals of RCA
- Why root causes matter
- Workshop objectives
- Overview of analytical tools and frameworks

### Identifying Problems and Opportunities

### Topics Covered

- Defining problems versus opportunities
- Understanding business needs
- Stakeholder interviews and data gathering
- SMART requirement development
- Writing effective situation statements

### Assessing the Current State

### Pareto Analysis

- Applying the 80/20 principle
- Prioritizing critical issues
- Identifying high-impact factors

### Five Whys Methodology

- Step-by-step root cause discovery
- Common mistakes and best practices
- Digging beyond surface-level symptoms

### Fishbone (Ishikawa) Diagrams

- Visualizing cause-and-effect relationships
- Categorizing contributing factors

### Interrelationship Diagrams

- Mapping complex problem interactions
- Identifying primary drivers

### Customer-Centric Problem Analysis

- Understanding customer impacts
- Integrating customer perspectives into RCA activities

### Practical Workshop Activities

### Facilitated Demonstration

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- Live Five Whys analysis example

### Group Exercises

- Conducting root cause investigations
- Building Pareto Diagrams
- Creating Fishbone Diagrams
- Developing Interrelationship Diagrams

### Presentation and Feedback

- Sharing findings
- Peer review discussions
- Instructor coaching and feedback

### Defining the Future State

### Gap Analysis

- Evaluating the current state
- Defining desired outcomes
- Identifying improvement opportunities

### Capability Analysis

- Assessing organizational capabilities
- Identifying required changes
- Establishing performance targets

### Evaluating Solution Options

### Feasibility Studies

- Technical feasibility
- Operational feasibility
- Risk considerations

### Weighted Decision Analysis

- Defining evaluation criteria
- Comparing alternatives
- Selecting optimal solutions

### Cost-Benefit Analysis

- Financial evaluation techniques
- Measuring expected value
- Business impact assessment

### Action Planning and Implementation

### Turning Insights into Action

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- Creating implementation plans
- Assigning responsibilities
- Establishing timelines

### Measuring Success

- KPI development
- Progress tracking
- Continuous improvement practices

### Course Wrap-Up

- Open discussion and Q&A
- Review of key tools and concepts
- Recommendations for further development