Root Cause Analysis – Advanced Problem Solving Course Structure

**Day One**

0930- 1045: Introduction to RCA & Structured Problem-Solving Concepts  
BREAK 30 Mins  
1115 – 1230: Assembling RCA Teams and Gathering & Managing Data  
LUNCH 60 Mins  
1330 – 1445: Defining a Problem and Understanding Impacts  
BREAK 30 Mins  
1515 – 1630: Introduction to Cause & Effect and Visual Charting

**Day Two**

0930 – 1045: Review of Day 1 followed by Case Study  
BREAK 30 Mins  
1115 – 1230: Generating and Evaluating Solutions  
LUNCH 60 Mins  
1330 – 1500: Final Case Study Exercise  
Break 30 Mins  
1530- 1630: RCA Reporting & Facilitating Essentials

- Each session contains solo/group exercises and instructor-delivered demonstrations.  
- Pre-recorded instructional video and insights will also be aired.  
- Instructor will share valuable RCA insights and experiences.  
- Instructor will support learning and encourage feedback.

If you require any further information on this course, please email CIWEMLearning on learning@ciwem.org.