

# ROOT CAUSE ANALYSIS (RCA)



In today's fast-paced business environment, recurring problems can cause significant disruptions, increase costs, and impact quality. Root Cause Analysis (RCA) is a structured approach that helps organizations identify the underlying causes of problems rather than merely addressing symptoms.

## Introduction

This comprehensive 2-day RCA training course equips participants with practical knowledge and skills to systematically analyze issues, identify root causes, and implement effective, sustainable solutions. Through real-world case studies, interactive exercises, and group discussions, participants will gain the confidence to apply RCA in their workplace to improve quality, efficiency, and business performance.

## Duration

2 days | 9am – 5pm | 14 hours

## Who should attend

This course is ideal for managers, engineers, supervisors, quality professionals, safety officers, and anyone responsible for solving recurring problems or improving operational performance.

## Course Fees

Member: \$684.52

Non-Member: S\$758.64

*All fees stated are inclusive of Registration Fee and 9% GST*

## Award of Certificate

Certificate of Completion will be issued to participants who have attended at least 75% of the course.

## Course Contents

### Course Outline:

- Introduction & Overview
  - > Purpose of RCA
  - > Relationship between RCA and Problem Solving
- Concept of RCA
  - > Definition, principles and RCA Process
  - > Types of root causes: technical, human, process-related
- Problem and Problem Solving
  - > Defining problems effectively
  - > The difference between symptoms and causes
- RCA and Analysis Tools
  - > The 7 Basic Tools
  - > Whys
  - > Window Analysis
  - > Field Analysis (FFA) and Fault Tree Analysis (FTA)
- Applying RCA in Systematic Problem Solving
  - > RCA process steps
  - > Integrating RCA with continuous improvement initiatives
- RCA SOP Cases
  - > Real-life examples of RCA application in various industries
- Recommend and Implement Solutions
  - > Correction, Corrective Action and Preventive Action, Adaptive Action
  - > Generating and evaluating corrective actions
- RCA Team Exercises / Group Discussions / Case Studies
  - > Practical application of RCA tools and Report Format
  - > Team-based problem-solving simulations
- Workshop Summary
  - > Key learning points recap
  - > Action plan for workplace implementation



Please refer to this URL  
[www.sqi.org.sg/training/](http://www.sqi.org.sg/training/)  
or QR Code for soft copy  
and updated training schedule

### Membership Application

Register membership online at [www.sqi.org.sg/membership-join/](http://www.sqi.org.sg/membership-join/) or contact us to get the membership application form.

Membership Categories:  
~ Organisation membership  
~ Individual membership

SQI International is a subsidiary of Singapore Quality Institute (SQI). SQI operates as a non-profit professional institute that promotes and advances excellence in the field of quality in Singapore; and actively champions quality initiatives in the region and around the world through networking and collaborating with other international quality organisations.

SQI is a World Partner of the American Society for Quality (ASQ) and the Korean Standards Association (KSA); and a Board Member of both the Asian Network for Quality (ANQ) and the World Alliance for Chinese Quality (WACQ).

