



TM226: Root Cause Analysis (RCA) for Executives:

*Strategic Leadership in Problem Solving and
Organizational Performance*

Training Description:

Organizations often experience recurring operational, financial, quality, safety, and customer-related issues because corrective actions address only the symptoms rather than the underlying causes. Executive leaders play a critical role in creating a culture where decisions are based on evidence, accountability and continuous improvement. This comprehensive executive program equips senior leaders with the strategic knowledge and practical tools necessary to understand, sponsor and lead effective Root Cause Analysis (RCA) initiatives across the organization.

Unlike technical RCA programs designed for engineers and investigators, this executive-level course focuses on governance, leadership, strategic decision-making, organizational learning and enterprise-wide problem-solving. Participants will learn how to evaluate complex business challenges, interpret RCA findings, allocate resources effectively, eliminate systemic issues and embed RCA into organizational culture to improve operational excellence and business performance.

Through executive case studies, strategic discussions, simulations and practical workshops, participants will develop the confidence to champion RCA initiatives that reduce recurring problems, improve risk management, strengthen organizational resilience and drive sustainable business success.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the executive role in Root Cause Analysis and organizational problem solving
- ✓ Differentiate between symptoms, immediate causes, contributing factors and root causes
- ✓ Develop strategic thinking for solving complex organizational problems
- ✓ Promote a culture of accountability rather than blame
- ✓ Evaluate RCA reports and validate investigation findings
- ✓ Make evidence-based executive decisions using RCA outcomes
- ✓ Integrate RCA into organizational governance and risk management
- ✓ Align RCA with business strategy, operational excellence, and continuous improvement initiatives
- ✓ Lead cross-functional RCA teams effectively
- ✓ Prevent recurrence of critical organizational failures through systemic improvements

Training Designed for:

This training course is intended for Chief Executive Officers (CEOs), Chief Operating Officers (COOs), Executive Directors, General Managers, Vice Presidents, Department Heads, Business Unit Leaders, Plant Managers, Operations Directors, HSE Directors, Quality Directors, Engineering Directors, Maintenance Managers, Project Directors, HR Leaders responsible for organizational improvement, Corporate Strategy Leaders, Risk Management Executives, Senior Decision Makers and Executive Committee Members.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

EXECUTIVE FOUNDATIONS OF ROOT CAUSE ANALYSIS

- ❖ **Module 1: Understanding Organizational Problems**
 - Why organizations repeatedly experience the same failures
 - Cost of recurring business problems
 - Operational vs strategic failures
 - Organizational complexity
 - Executive responsibility in problem prevention
- ❖ **Module 2: Root Cause Analysis Fundamentals**
 - Definition of RCA
 - Symptoms versus root causes
 - Human errors vs system failures
 - Corrective actions vs preventive actions
 - Principles of systems thinking
- ❖ **Module 3: Executive Leadership in RCA**
 - Executive sponsorship
 - Governance responsibilities
 - Leadership behaviors during investigations
 - Creating psychological safety
 - Promoting transparency
- ❖ **Exercises**
 - Executive Case Study:
 - Major operational failure
 - Identifying symptoms versus root causes

DAY TWO:

STRATEGIC RCA METHODOLOGIES

- ❖ **Module 1: Problem Definition**
 - Defining organizational problems
 - Establishing investigation scope
 - Gathering reliable evidence
 - Stakeholder identification
 - Data integrity
- ❖ **Module 2: RCA Tools for Executives**
Overview and executive application of:
 - 5 Whys
 - Fishbone Diagram
 - Pareto Analysis
 - Fault Tree Analysis
 - Cause Mapping

- Barrier Analysis
- Event Timeline
- Process Mapping
- ❖ **Module 3: Understanding Organizational Systems**
 - Organizational interactions
 - Process failures
 - Policy failures
 - Communication breakdowns
 - Leadership influences
- ❖ **Exercises:**
 - Executive RCA Simulation using multiple analysis tools

DAY THREE:

DECISION MAKING AND ORGANIZATIONAL LEARNING

- ❖ **Module 1: Interpreting RCA Results**
 - Evaluating investigation quality
 - Recognizing weak conclusions
 - Confirming evidence
 - Avoiding bias
- ❖ **Module 2: Executive Decision Making**
 - Prioritizing corrective actions
 - Risk-based decision making
 - Cost-benefit evaluation
 - Resource allocation
- ❖ **Module 3: Organizational Learning**
 - Lessons learned systems
 - Knowledge management
 - Continuous improvement
 - Preventing repeat failures
- ❖ **Exercises:**
 - Review an executive investigation report
 - Validate recommendations
 - Executive decision exercise

DAY FOUR:

EMBEDDING RCA INTO ORGANIZATIONAL CULTURE

- ❖ **Module 1: Building a Problem-Solving Culture**
 - Creating accountability
 - Eliminating blame culture
 - Encouraging reporting
 - Leadership communication
- ❖ **Module 2: RCA and Enterprise Risk Management**
 - Risk identification
 - Risk mitigation
 - Compliance integration
 - Corporate governance
- ❖ **Module 3: RCA for Business Excellence**

Connecting RCA with:

- Lean Management
- Six Sigma
- ISO Management Systems
- Operational Excellence
- Business Continuity
- Quality Management

❖ Exercises:

- Develop an enterprise-wide RCA implementation framework

DAY FIVE:

EXECUTIVE LEADERSHIP AND RCA IMPLEMENTATION

❖ Module 1: Leading High-Impact RCA Programs

- Establishing RCA governance
- Executive dashboards
- Performance indicators
- Monitoring effectiveness

❖ Module 2: Measuring Organizational Improvement

- Key Performance Indicators (KPIs)
- Reduction in repeat incidents
- Financial impact measurement
- Operational performance improvement
- Customer satisfaction metrics

❖ Module 3: Executive Action Planning

- Developing an RCA roadmap
- Organizational implementation strategy
- Change management
- Executive communication plan
- Sustaining continuous improvement

❖ Final Exercises:

Participants work in executive teams to:

- Analyze a complex organizational failure
- Conduct a strategic Root Cause Analysis
- Identify systemic causes
- Develop executive-level corrective and preventive actions
- Present recommendations to a simulated executive board

❖ Course Conclusion

❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

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| <ul style="list-style-type: none"> • Executive presentations • Interactive discussions • Executive case studies • Leadership simulations • Strategic RCA exercises | <ul style="list-style-type: none"> • Incident analysis • Team presentations • Executive panel discussions • Organizational improvement planning |
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This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

USD\$ TBA - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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