

Root Cause Analysis 1 day / 1.5 days

Move beyond quick fixes and uncover the true causes of performance issues.

Solving the symptom is not solving the problem. This practical, hands-on workshop builds problem-solving capability with a clear focus on uncovering what's really behind the issues we're experiencing. Working in teams, you'll use proven tools and guided exercises to investigate process problems, uncover root causes and develop effective, lasting solutions. The emphasis is on involving the right people and creating an environment of openness, curiosity and disciplined investigation.

This interactive workshop is designed to build practical problem-solving capability, with a clear focus on Root Cause Analysis. Delivered as a one-day or one-and-a-half-day session, it uses team-based tools and practical exercises to bring the concepts to life.

What You'll Learn

By the end of the programme, you will be able to:

- Explain the importance of problem solving and how Root Cause Analysis addresses underlying issues
- Develop a compelling Problem Statement and create a SIPOC diagram of the situation
- Apply process mapping tools, including Spaghetti Diagrams and the Communications Circle
- Use root cause identification tools such as Is/Is Not, Fishbone, 5 Whys and Inter-Relationship Diagrams
- Collect and present data to ensure root causes are confirmed by evidence, not assumptions
- Identify and prioritise solutions, and apply FMEA and Mistake Proofing tools to make them more robust in practice
- Apply Visual Management and other controls to monitor performance and ensure the problem stays solved

Delivery Format

- In-company delivery (on-site or virtual)
- Typically delivered over one to one and a half days, with flexible duration to suit your group
- International delivery available, including half-day virtual sessions
- Lively, practical, and highly interactive workshop style
- Opportunities to apply learning to real, live examples where appropriate

Who Should Attend?

This course is suitable for anyone involved in solving process problems, improving performance or preventing recurring issues.

Our Root Cause Analysis programme is particularly relevant for:

- Managers and team leaders responsible for process performance, service delivery or operational improvement
- Process owners who need to understand, investigate and resolve issues affecting day-to-day performance
- Continuous improvement practitioners looking to strengthen their practical Root Cause Analysis skills
- Quality, operations and service teams involved in investigating problems, non-conformances, complaints or inefficiencies
- Teams who are ready to get hands-on with real workplace issues and build a shared, practical approach to problem solving.
- Project and change teams working to improve processes, reduce waste or embed more effective ways of working
- Anyone responsible for problem solving who wants a structured, evidence-based approach to identifying root causes and developing lasting solutions

Why Choose This Course?

This course is popular for a reason! It:

- Provides more than analysis techniques by giving delegates a complete framework for effective Root Cause Analysis
- Helps delegates consider the context and situation in which the analysis is being applied
- Supports successful execution by linking investigation, action planning and implementation
- Helps ensure improvements are maintained over time, not just introduced as short-term fixes
- Strengthens practical problem-solving skills across a range of business scenarios
- Enables better decisions through a structured, evidence-based approach
- Supports increased efficiency, improved performance and stronger customer satisfaction.
- Carries 8 CPD points

Course Content

Working together on a real scenario of your choice, participants will:

- Develop a clear problem statement and create a high-level view using SIPOC
- Use process mapping tools to visualise the steps involved, including Spaghetti Diagrams (physical flow) and Communication Circles (interaction flow)
- Apply structured root cause analysis tools such as Is/Is Not, Fishbone, 5 Whys, and inter-relationship diagrams
- Collect and analyse data to support findings, using tools such as data collection plans, Pareto charts, and histograms
- Generate and prioritise solutions using brainstorming, prioritisation matrices, FMEA, and mistake-proofing techniques
- Use visual management to support implementation, monitor performance, and embed controls

Why Choose Catalyst?

Catalyst delivers results, not just services. We blend consulting, coaching, training, and AI-powered tools into a seamless support system that meets teams where they are, developing capability at every level.

Thousands trust us to support their learning and continuous improvement journeys. With over 30 years' experience in performance improvement training and consultancy, we make complex concepts practical, accessible, and engaging. Our short courses in quality and improvement tools are designed by experienced practitioners, ensuring content that is relevant and immediately applicable. We combine deep expertise with interactive delivery to help participants confidently apply what they learn. Catalyst is accredited by the British Quality Foundation and the Lean Competency System (LCS), and is recommended by the Chartered Quality Institute.