COURSE OVERVIEW TM0036
Root Cause Analysis (RCA) Facilitator

Course Title
Root Cause Analysis (RCA) Facilitator

Course Date/Venue
Please refer to page 2

Course Reference
TM0036-IH

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of Root Cause Analysis (RCA) Facilitator. It covers the root cause analysis and the process; prioritization and the roles and responsibilities; defining problem, objectives and success measures; the scope/constraints, timescales, cost impact and resolution; measuring the problem; the root cause analysis process and the models for analyzing problem situations related to oil and gas industry; and the logical analysis, data analysis, process analysis, process mapping, pareto analysis and failure mode and effects analysis.

During this interactive course, participants will learn the ishikawa diagrams and the cause and effect matrix, relationship diagram and 5 whys; the root cause hypothesis, root cause verification and solution; developing selected solutions and utilizing root cause analysis to identify risks in the business plan; the pilot testing and implementation planning; the team facilitation and leadership; working in terms to conduct RCA; the effective team communication and collaboration techniques; and managing conflicts and reaching consensus in team decision making.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Get certified as a "*Certified Root Cause Analysis (RCA) Facilitator*"
- Discuss root cause analysis and identify the process
- Perform prioritization and recognize the roles and responsibilities
- Define problem, objectives and success measures
- Recognize scope/constraints, timescales, cost impact and resolution
- Measure the problem and illustrate root cause analysis process and the models for analyzing problem situations related to oil and gas industry
- Carryout logical analysis, data analysis, process analysis, process mapping, pareto analysis and failure mode and effects analysis
- Perform ishikawa diagrams and identify the cause and effect matrix, relationship diagram and 5 whys
- Apply root cause hypothesis and root cause verification as well as identify solution and evaluate solutions
- Develop selected solutions and utilize root cause analysis to identify risks in the business plan
- Employ pilot testing and implementation planning
- Carryout team facilitation and leadership and working in terms to conduct RCA
- Apply effective team communication and collaboration techniques
- Manage conflicts and reach consensus in team decision making

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspect and considerations of root cause analysis for senior planners, planners, maintenance, operating, manufacturing, safety, HSE and equipment reliability engineers, supervisors and other staff involved in plant maintenance, operation, production, safety, HSE, reliability and availability management. Personnel from process industries such as oil & gas, refining, petrochemical, chemical, fertilizer, power, metal manufacturing and utilities will also benefit from the practical aspects of this course.

Course Date/Venue

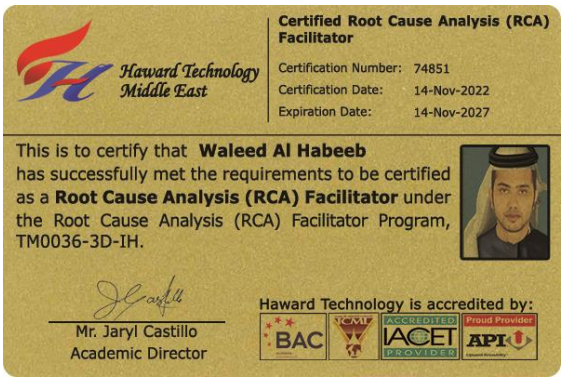
Session(s)	Date	Venue
1	August 18-22, 2025	TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain
2	October 20-24, 2025	TBA Meeting Room, Grand Hyatt Athens, Athens, Greece
3	December 14-18, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
4	February 16-20, 2026	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK

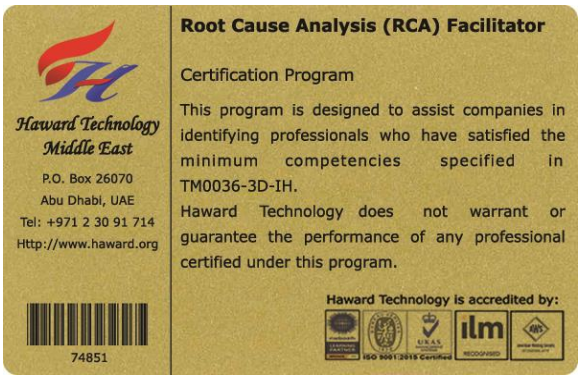
Course Certificate(s)

(1) Internationally recognized Wall Competency Certificates and Plastic Wallet Card Certificates will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a "*Certified Root Cause Analysis (RCA) Facilitator*". Certificates are valid for 5 years.

Sample Certificates

The following are samples of the certificates that will be awarded to course participants:-





(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

Haward Technology Middle East

Continuing Professional Development (HTME-CPD)

CEU Official Transcript of Records

TOR Issuance Date: 14-Nov-22

HTME No. 74851

Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
TM0036-3D-IH	Root Cause Analysis (RCA) Facilitator	November 12-14, 2022	19.5	1.95

Total No. of CEU's Earned as of TOR Issuance Date **1.95**

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Jaryl Castillo
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by

P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | E-mail: info@haward.org | Website: www.haward.org

Certificate Accreditations

Haward's Certificates are accredited by the following international accreditation organizations:

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Pan Kidis, MBA, BSc, is a **Senior Management Consultant** with over **30 years** of extensive experience in **Quality Control in Manufacturing**, Good Manufacturing Practices Certification (**GMP**), **Manufacturing Process** Details & Quality Plan, **Manufacturing Systems**, Fundamentals of **Manufacturing Management**, **Lean Manufacturing & Process Optimization**, **Production Planning & Control**, **Supply Chain Management for Manufacturing**, **Manufacturing Processes & Techniques**, Basics of Manufacturing Planning & Control (**MPC**), Process Hazard Analysis (**PHA**) for Manufacturing, **Cost Reduction Techniques** in Manufacturing, **Manufacturing Data Analytics & IoT Applications**, **Forecasting in Manufacturing**, Principles of **Data Collection**, **Data Analysis** Techniques, **Data Management Systems**, **Production Management** Fundamentals, **Production** Management, **Warehouse** Management, **Production Planning, Material Requirement Planning**, **Data Analysis** Techniques, Master Production Scheduling **(MPS)**, **Quality Management**, **Inventory** Management, **Production Planning & Scheduling**, **Administration** Skills, **Office Management** Skills, **Survey** Skills, **Interviewing** Skills, **Interpersonal** Skills, **Communication** Skills, **Negotiation** Skills, **Presentation** Skills, **Manager** Skills, **Supervisory & Management** Skills, **Counselling** Skills, **Leadership** Skills, **Office Management**, **Code of Conduct**, **Train the Trainer**, **Logistics & Transportation Planning** Methods, **Forecasting Logistics** Demands, Visual Network Model, **Logistics Operations**, **Strategic Transport Planning**, **Transport** System, **Fleet Planning**, Routing & Scheduling, **Transport** Cost Concepts & Elements, Costing Vehicles & Trips, Tariff Fixing, **Supply Chain & Operations** Management, **Logistics & Production** Planning, **Cost Reduction** Techniques, **Inventory** Management, **Business Analysis**, **Risk** Management, **Budgeting**, Production & Shop Floor Scheduling, **Cost Analysis**, **Database** Design & Implementation, **Business Administration, Production Data** Acquisition & Analysis, Industrial **Logistics**, Process Improvement, Team Leadership & Training, Textile Manufacturing, Staff Reduction, **Warehouse** and **Shipping**. Further, he is also well-versed in **Cash Flow** Management, **Decision Making** Techniques, Production & Product Inventory Control, **Inventory** Analysis Tools, **Stock Management** Techniques, Material Handling, Process Improvement & Equipment Selection, **Costing & Budgeting**, Wastewater Treatment Plant Monitoring & Control, Volume Tank Measurements, Data Acquisition and Energy Conservation. He is currently the **Business Analyst** of Diasfalisis Ltd. wherein he is responsible in the design of the proposed business model and develop and evaluate new applications.

Mr. Kidis had occupied several significant positions as the **Supply Chain Manager**, **Production Planning & Logistics Manager**, **Purchasing Office Manager**, **Project Manager**, **Assistant Dyeing Manager**, **Production Supervisor**, **Production Coordinator** and Design & Analysis Intern for various international companies such as the Hellenic Fabrics, **AKZO Chemicals Ltd.** and **EKO Refinery** and Greek Navy Force.

Mr. Kidis has a **Master** degree in **Business Administration** from the **University of Kent**, **UK** and a **Bachelor** degree in **Chemical Engineering** from the **Aristotle University of Thessaloniki**, **Greece**. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**) and has delivered numerous trainings, courses, workshops, seminars and conferences internationally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0830	***Introduction to Root Cause Analysis***
0830 – 0930	***Understanding the Process***
0930 – 0945	*Break*
0945 – 1030	***Identification Process***
1030 – 1130	***Prioritisation***
1130 – 1215	***Roles & Responsibilities***
1215 – 1230	*Break*
1230 – 1330	***Problem Definition***
1330 – 1420	***Objectives & Success Measures***
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	***Scope/Constraints***
0830 – 0930	***Timescales***
0930 – 0945	*Break*
0945 – 1030	***Cost Impact & Resolution***
1030 – 1100	***Measuring the Problem***
1100 – 1215	***Root Cause Analysis Process***
1215 – 1230	*Break*
1230 – 1330	***Models for Analyzing Problem Situations Related to Oil & Gas Industry***
1330 – 1420	***Logical Analysis***
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	***Data Analysis***
0830 – 0930	***Process Mapping***
0930 – 0945	*Break*
0945 – 1030	***Pareto Analysis***
1030 – 1100	***Failure Mode & Effect Analysis***
1100 – 1215	***Ishikawa Diagrams***
1215 – 1230	*Break*

1230 – 1330	***Cause & Effect Matrix***
1330 – 1420	***Relationship Diagram***
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	***5 Whys***
0830 – 0930	***Root Cause Hypothesis***
0930 – 0945	*Break*
0945 – 1030	***Root Cause Verification***
1030 – 1100	***Identify Solution***
1100 – 1215	***Evaluate Solutions***
1215 – 1230	*Break*
1230 – 1330	***Developing Selected Solution***
1330 – 1420	***Utilizing Root Cause Analysis to Identify Risks in the Business Plan***
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	***Pilot Testing***
0830 – 0930	***Implementation Planning***
0930 – 0945	*Break*
0945 – 1100	***Team Facilitation & Leadership***
1100 – 1130	***Working in Teams to Conduct RCA***
1130 – 1215	***Effective Team Communication & Collaboration Techniques***
1215 – 1230	*Break*
1230 – 1245	***Managing Conflicts & Reaching Consensus in Team Decision Making***
1245 – 1300	***Case Studies & Simulation Exercise***
1300 - 1315	***Course Conclusion***
1315 - 1415	***COMPETENCY EXAM***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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