Apollo Root Cause Analysis Facilitator

Course Title
Apollo Root Cause Analysis Facilitator

Course Date/Venue
Please see page 2

Course Reference
TM0081

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

Course Description

This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.

Apollo Root Cause Analysis is a problem-solving method aimed at identifying the underlying causes of problems or events not just the symptoms to create effective solutions. It uses a systematic approach to analyze, document, communicate and eliminate the root causes of problems.

This course is designed to provide participants with a detailed and up-to-date overview of Apollo Root Cause Analysis Facilitator. It covers the root cause analysis and the importance of effective problem solving; comparing and contrasting various RCA methods; the Apollo RCA methodology and principles; the Apollo RCA process, problem definition and reality charting; and the identification of causal factors and working with cause-and-effect relationships.

During this interactive course, participants will learn the effective actions and interactive problem-solving using Apollo RCA process; identifying and overcoming common challenges in Apollo RCA; analyzing and reviewing the problem solving, feedback and improvement techniques; the advanced Apollo RCA tools and dealing with complex scenarios in Apollo RCA; the application of Apollo RCA in risk management; the roles and responsibilities of an Apollo RCA facilitator; and the facilitation skills for effective Apollo RCA.

Course Objectives

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

- Get certified as a "*Certified Apollo Root Cause Analysis Facilitator*"

- Discuss root cause analysis and the importance of effective problem solving

- Compare and contrast various RCA methods and explain the Apollo RCA methodology and principles

- Illustrate Apollo RCA process, problem definition and reality charting

- Identify causal factors, work with cause-and-effect relationships and define effective actions

- Apply interactive problem-solving using Apollo RCA process as well as identify and overcome common challenges in Apollo RCA

- Analyze and review the problem solving as well as practice feedback and improvement techniques

- Recognize advanced Apollo RCA tools, deal with complex scenarios in Apollo RCA and review application of Apollo RCA in risk management

- Identify the roles and responsibilities of an Apollo RCA facilitator and facilitation skills for effective Apollo RCA

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, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of root cause analysis for those involved in RCA in operations, production, maintenance, HSE, laboratory, quality, HRM, auditing, inspection, asset integrity, facility management, plant management, performance assessment, higher management, etc. This includes managers, engineers, analysts, specialists, supervisors, superintendents, foremen, technologists, chemists, lead and technicians.

Course Date/Venue

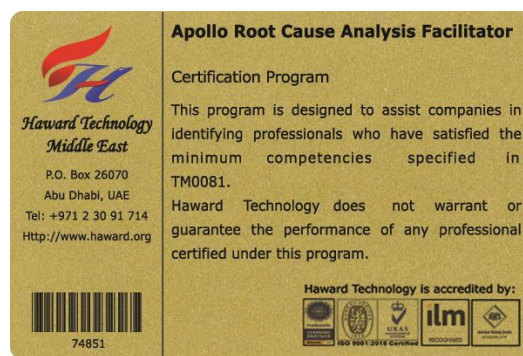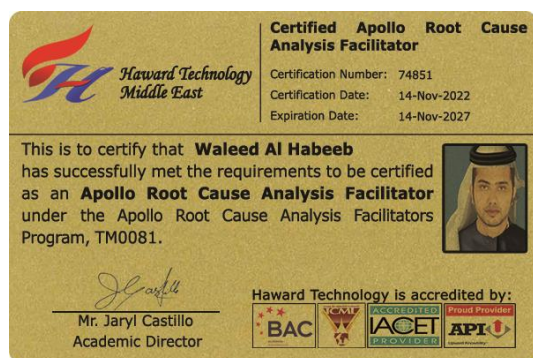| Sessions	Date	Venue
1	June 29-July 03, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai UAE
2	August 18-22, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
3	November 24-28, 2025	TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain
4	January 12-16, 2026	TBA Meeting Room, Grand Hyatt Athens, Athens, Greece

Course Certificate(s)

(1) Internationally recognized Competency Certificates and Plastic Wallet Cards 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 Apollo Root Cause Analysis Facilitator*". Certificates are valid for 5 years

Recertification is FOC for a Lifetime.

Sample of 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
TM0081	Apollo Root Cause Analysis Facilitators	November 10-14, 2022	30	3.0

Total No. of CEU's Earned as of TOR Issuance Date — 3.0

TRUE COPY

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.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

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. Eric Matthews is a **Senior Management Consultant** with almost **40 years** of extensive experience. His expertise includes **Root Cause Analysis**, **Survey** Skills, **Interviewing** Skills, **Interpersonal** Skills, **Communication** Skills, **Negotiation** Skills, **Presentation** Skills, **Manager** Skills, **Supervisory & Management** Skills, **Counselling** Skills, **Leadership** Skills, **Customer Satisfaction**, **Coaching & Mentoring**, **Team Building**, **Survey Format & Design**, **Survey Data Auditing & Tabulation**, Human Resource Management (**HRM**), Human Resource Development (**HRD**) Training, Quality Management System (**QMS**), **Change** Management, **Project** Management, **Contract** Management, **Business** Management, **Time** Management, **Performance** Management, **Performance Appraisal**, **Managing Problem Situations & Dealing With Difficult People**, **Leading Multicultural Teams & Managing Diversity**, **Lean Thinking and Six Sigma**, **360 Feedback Assessment**, **Strategic Leader**, **Strategic Decision Making** and **Creative Problem Solving & Decision Making**. Moreover, his experience includes Construction Safety (STOP), Process Safety Management (PSM), Risk Management, Marine Risk Assessment, ISO 14001 (2004) Lead Auditor, OSHA, SHEQ, Industrial Hygiene, Confined Space Entry, Fall Protection, Work Permit & First Aid, Forklift Operations, Accident & Incident Prevention, Site Inspection, HSE Leadership, Safety Attitude and Industrial Plant Safety as well as Pneumatic, Control Systems and Logic Boards. He is currently the **Managing Director** of **Ken Matthews & Associates Training Consultancy**. Further, he is a **Registered** and **Certified Trainer** where-in he is delivering various training and consultancy for trainers for so many years, an **Assessor**, **Moderator**, **Verifier** and **Program Designer & Developer** as well as an **Authorized Accreditation Advisor**.

During Mr. Matthews' career life, he has shared his knowledge and practical expertise through the continuous and numerous trainings internationally. He started his profession from various challenging positions such as the **Tooling Engineer**, **Mechanical Technician**, **Sea Going Engineer**, **Safety Officer**, **Senior Lecturer/Professor**, **College Mentorship Programme Head**, **Curriculum & Project Designer**, **Learning Material Developer**, **Management Consultant**, **Trainer & Assessor** and **Moderator** & **Verifier**.

Mr. Matthews has **Bachelor's** degree in **Industrial & Organizational Psychology** with **Honours** (**Cum Laude**). Further, he is a **Certified Instructor/Trainer**; a **Certified Trainer/Assessor** by the **City & Guilds of London Institute**; a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**); a **Registered SETA Assessor/Moderator/Skills Coach** and an active member of the British Institute of Works Managers and British Institute of Personnel Managers and delivered innumerable trainings, courses, seminars and workshops worldwide.

Course Fee

London	**US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Madrid	**US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Athens	**US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

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 – 0900	**Introduction to Root Cause Analysis**
0900 - 0930	**The Importance of Effective Problem Solving**
0930 – 0945	*Break*
0945 – 1100	**Overview of Various RCA Methods: Comparing & Contrasting**
1100 – 1215	**Introduction to the Apollo RCA Methodology**
1215 – 1230	*Break*
1230 – 1320	**The Apollo RCA Principles**
1320 - 1420	**Real-World Applications & Case Studies of Apollo RCA**
1420 – 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 – 00830	**Detailed Exploration of the Apollo RCA Process**
0830 - 0930	**Problem Definition in Apollo RCA**
0930 – 0945	*Break*
0945 – 1100	**Reality Charting: The Cornerstone of Apollo RCA**
1100 – 1215	**Identifying Causal Factors**
1215 – 1230	*Break*
1230 – 1320	**Working with Cause & Effect Relationships**
1320 - 1420	**Defining Effective Actions**
1420 – 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	*Interactive Problem Solving Session using Apollo RCA: Part I*
0830 - 0930	*Identifying & Overcoming Common Challenges in Apollo RCA*
0930 – 0945	*Break*
0945 – 1100	*Group Discussions on Practical Scenarios*
1100 – 1215	*Interactive Problem Solving Session using Apollo RCA: Part II*
1215 – 1230	*Break*
1230 – 1320	*Analyzing & Reviewing the Problem Solving Session*
1320 -1420	*Feedback & Improvement Techniques*
1420 – 1430	*Recap*
1430	*Lunch & End of Day Three*

Day 4

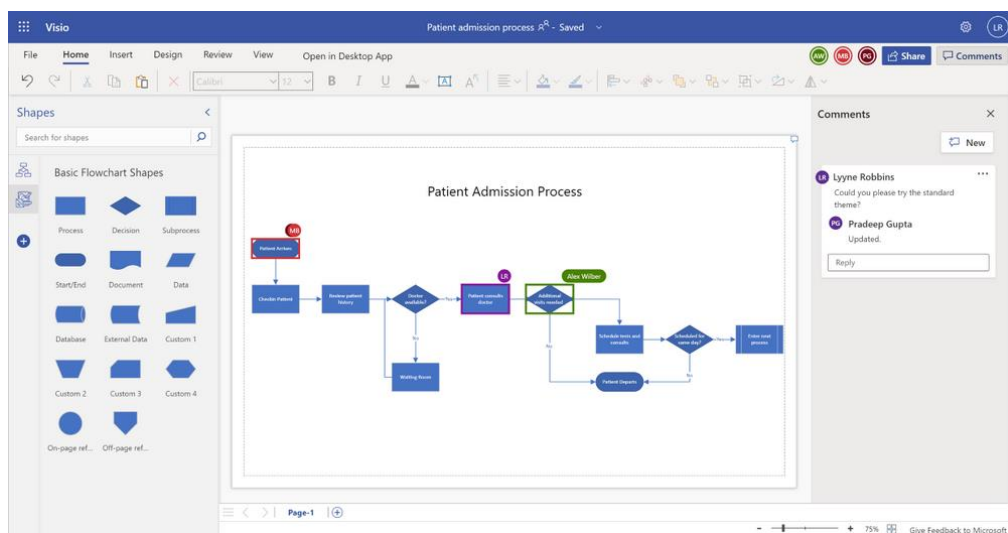|	
0730 - 0930	*Introduction to Advanced Apollo RCA Tools*
0930 – 0945	*Break*
0945 – 1100	*Use of Software in Apollo RCA*
1100 – 1200	*Dealing with Complex Scenarios in Apollo RCA*
1200 - 1215	*Application of Apollo RCA in Risk Management*
1215 – 1230	*Break*
1230 – 1320	*Practical Application: Real World Case Studies*
1320 - 1420	*Review & Recap of Day 4 Learnings*
1420 – 1430	*Recap*
1430	*Lunch & End of Day Four*

Day 5

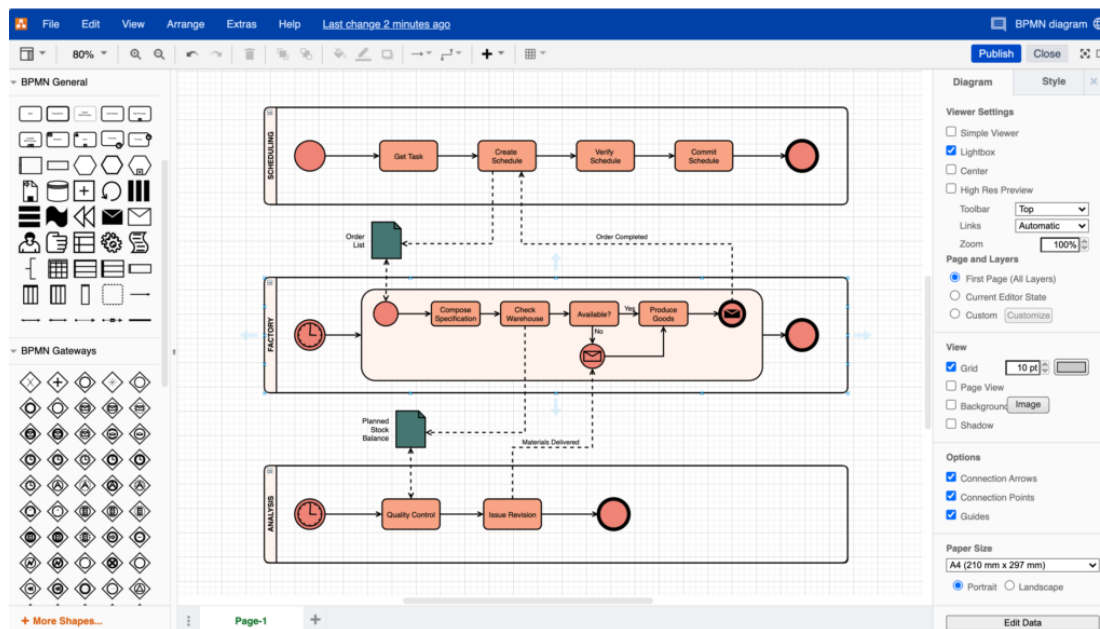|	
0730 – 0930	*Roles & Responsibilities of an Apollo RCA Facilitator*
0930 – 0945	*Break*
0945 – 1100	*Facilitation Skills for Effective Apollo RCA*
1100 – 1215	*Simulation: Facilitating an Apollo RCA Session*
1215 – 1230	*Break*
1230 – 1245	*Review & Feedback on Simulation*
1245 -1300	*Preparation for Apollo RCA Facilitator Certification*
1300 – 1315	*Course Conclusion*
1315 – 1415	*COMPETENCY EXAM*
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Simulator (Hands-on Practical Sessions)

Practical session will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using the simulator "Microsoft Visio Application" & "Draw IO Software".

Microsoft Visio Application

Draw IO Software

Course Coordinator

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