



MAINTENANCE MANAGEMENT TRAINING

Root Cause Analysis Facilitator Training

3 day course

Classroom, online or in-house

Course overview

Root cause analysis usually fails for one of two reasons: the investigation stops at the first plausible cause, or it becomes an exercise in attributing blame and everyone stops contributing. This course trains facilitators to prevent both. Delegates work through the main techniques, the evidence discipline that distinguishes a supported cause from a convenient one, and the facilitation skills required to run a session with people who have an interest in the outcome. Substantial practice is given to running sessions, including handling a dominant participant, a defensive department and the pressure to reach a conclusion before the shift ends.

What you will learn

- Select an appropriate root cause technique for the incident
- Establish evidence discipline and distinguish supported causes from convenient ones
- Facilitate a session with participants who have an interest in the outcome
- Handle dominance, defensiveness and blame during a session
- Drive an analysis past the first plausible explanation
- Convert findings into corrective actions that address the cause
- Verify that a corrective action actually prevented recurrence

Who should attend

- Reliability and maintenance engineers
- Quality and safety professionals
- Operations supervisors and managers
- Continuous improvement practitioners
- Incident investigators

Course outline

- 01 Why root cause analysis fails
- 02 Technique selection for the incident at hand
- 03 Evidence discipline and supported causation
- 04 Facilitating with interested parties in the room
- 05 Dominance, defensiveness and blame
- 06 Driving past the first plausible cause
- 07 Corrective actions that address the cause
- 08 Verifying that recurrence was actually prevented

Upcoming dates

Dates	Venue	Format	Fee per delegate
28 to 30 September 2026	Online	Online	R6,500
18 to 20 January 2027	Dar es Salaam, Tanzania	Classroom	USD 995
24 to 26 February 2027	Kampala, Uganda	Classroom	USD 995

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request.



Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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