



## 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 |
|------------------------|----------------------------|-----------|------------------|
| 8 to 10 September 2026 | Accra, Ghana               | Classroom | R11,995          |
| 17 to 19 November 2026 | Johannesburg, South Africa | Classroom | R11,995          |
| 23 to 25 November 2026 | Kigali, Rwanda             | Classroom | R11,995          |

## Fees and how to register

Online **from R6,500** per delegate, classroom **from R11,995** per delegate, 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](http://www.afrisciencegroup.com), email [info@afri-science.co.za](mailto:info@afri-science.co.za), or WhatsApp us on **+27 63 479 1136**.

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