

Root Cause Corrective Action (RCCA): From Problem to Prevention

- When problems recur in your organisation, do you fix the symptom or the real cause?
- How confident are you that your corrective actions truly prevent repetition?

Introduction

Many organisations respond quickly when incidents occur. Reports are written, meetings are held, and actions are assigned. Yet the same issues resurface months later in slightly different forms. This cycle happens because the underlying root causes were never fully understood. Root Cause Corrective Action is a structured discipline that moves teams beyond surface-level solutions. It strengthens analytical thinking, accountability, and preventive controls. RCCA enables organisations to identify why problems happen, implement sustainable corrective measures, and prevent recurrence across operations, compliance, quality, and governance environments. This programme focuses on practical investigation techniques, structured analysis tools, and implementation discipline so that corrective actions are measurable, monitored, and effective.

Program Objectives

- To develop structured capability in root cause investigation
- To distinguish symptoms from underlying causes
- To strengthen corrective action design and implementation
- To enhance documentation and reporting discipline
- To reduce recurring operational, compliance, and quality failures

Learning Outcomes

By the end of the programme, participants will be able to

- Differentiate between immediate causes and root causes
- Apply structured root cause analysis tools
- Conduct effective incident investigations
- Develop corrective action plans with clear accountability
- Establish preventive controls to minimise recurrence
- Monitor and evaluate corrective action effectiveness
- Prepare structured RCCA reports for management review

Methodology

- Facilitated discussions using real organisational scenarios
- Case-based analysis from operational and compliance contexts
- Guided root cause analysis exercises
- Group simulations and incident reconstruction
- Development of corrective action templates
- Peer review and structured feedback

Who should attend

RCCA is designed for managers, compliance and quality officers, auditors, engineers, supervisors, and leaders who are responsible for investigating incidents, resolving recurring problems, and implementing effective corrective and preventive actions within their organisation.

Program Outline

DAY 1 – Understanding the Layers of Failure

Module 1: Why Most RCCA Fails

- Common mistakes in corrective action
- Writing actions for what is visible vs what is hidden
- Cost of rework and recurring defects

Module 2: The Three Levels – Symptom, Problem, Root Cause

Core Framework:

Level	Description	Action Type	Result
Symptom	Visible defect	Containment	Temporary
Problem	Direct cause	Correction	Short-term
Root Cause	Systemic origin	Prevention	Permanent

Topics focus :

- Symptom: “Throw away the bad part” (costly waste)
- Problem: “Warn the operator” (human dependent)
- Root Cause: “Change the process system” (systemic prevention)

Module 3: Containment vs Correction vs Prevention

Hierarchy of Effectiveness:

- Reaction – 0% (defect happens again immediately)
- Correction – 30% (works until new operator joins)
- Prevention – 100% (systemic solution)
- **Module 4: System Thinking in RCCA**

Key mindset shift:

- Not fixing the product
- Not blaming the person
- Fixing the system

Topics:

- Why human memory is unreliable
- Why training alone is not always root cause
- Why procedures without controls fail

DAY 2 – Root Cause Analysis Tools and Investigation

Module 5: Structured Root Cause Analysis Tools

Tools Covered:

- 5 Why Analysis
- Fishbone (Ishikawa) Diagram
- Process Mapping
- Fault Tree Analysis (overview)
- Evidence-based questioning

Module 6: Identifying Systemic Causes

Common systemic origins:

- No standard
- Weak process control
- Inadequate certification
- Poor onboarding
- Lack of monitoring
- KPI misalignment

Module 7: Verification of True Root Cause

How to validate:

- Does removing the cause eliminate recurrence?
- Can the defect still happen under current system?
- Is it dependent on a person?

Module 8: Risk Assessment and Recurrence Prevention

- Risk matrix (Severity × Occurrence × Detection)
- Control strengthening
- Error-proofing (Poka-Yoke concept)
- Documentation and standardization

DAY 3 – Designing Effective Corrective & Preventive Actions

Module 9: Writing High-Quality Corrective Actions

Poor Example:

“Retrain operator.”

Better Example:

“Implement mandatory certification before machine handling.”

Best Practice Structure:

- Action description
- Responsible owner
- Timeline
- Control measure
- Verification method

Module 10: System-Level Corrective Action Design

Categories of System Fix:

- Process redesign
- Automation
- Checklists and control gates
- Certification systems
- SOP upgrade
- KPI alignment
- Governance reinforcement

Module 11: Effectiveness Review and Audit

Measuring RCCA success:

- Defect recurrence rate
- Trend analysis
- Control audit
- Sustainability check

Module 12: RCCA Leadership and Culture

- Moving from blame culture to system thinking
- How to lead cross-functional investigation
- Communication during defect crisis
- Creating accountability without fear