



Overview

Root Cause Analysis (RCA) is a technique designed to help identify not only what and how a failure occurred, but also why it happened. Only when investigators can determine why a failure occurred will they be able to specify workable corrective measures that prevent future failures of the type observed.

Objectives

The objective of this course is to enable the participants to identify the root cause of a business problem. In addition, they will:

- Understand and implement the RCA methodology.
- Be able to implement the basic techniques associated with RCA
- Be an RCA team member to identify the root cause and then provide a real, tangible solutions to business problems.
- Enable organizations to reduce cost through eliminating the source of defects and nonconformities, and then the scrap and rework.

Course Outlines: this course will be presented as follows:

1. RCA overview
2. Creativity & innovation
3. Problem identification and description.
4. RCA techniques
5. Develop and implement a solution.

Targeted Groups

This course will be of greatest benefit to the public and private organizations wishing to move away from fire fighting to problem elimination approach, quality managers, quality engineers, production managers and engineers, QA/QC engineers and staff, process owners, healthcare industry, service, food, banks, manufacturing, and IT.

Professionals who wish to apply the RCA methodology to problem solving with obtaining a clear knowledge of RCA associated techniques and its application to continuous quality improvement.



Course Duration

“Root Cause Analysis (RCA): Principles and Fundamentals” online course will be held as recorded videos for about 1 hour and 14 minutes (74 minutes) on different sessions in Arabic language. This course can be customized and delivered based on in-house training to meet certain needs and requirements.

Course Fees

The usual fees for live courses are JD50. But for prerecorded courses, JAQM offers a discount of 50%, so the fees will only be **JD25**. Fees are to include:

- Completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in USA.
- Training material in pdf format.
- Handouts
- Solutions to the course exercises.

Payment Methods

JAQM offers the following payment methods. Please choose in the registration form the method that is best for you so we can send you the details based on your choice.

- Direct deposit to JAQM's bank.
- Transfer to JAQM's bank
- CliQ: alias name: JAQMO.
- Western Union transfer.
- ZainCash Wallet.
- Orange Money Wallet.

Presentation Approach

1. English for data show
2. English for material and handouts
3. English/Arabic for delivery and discussion



Registration Process

To enroll in this online course, please click the following link for the registration form and fill out all the required information:

<https://forms.gle/DDjjPGaam2sPn2WR7>

Once you submit the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees are settled as per your payment method.

For further information or details, please email JAQM at training@jaqm.net, or call +962 6 516 0157, Mobile and WhatsApp: +962 7 7744 1808

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