



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Advanced Problem Solving & Root Cause Analysis

Leadership Development



10497



In-Class



16 hours

Course Description:

This course introduces participants to the principles and practical tools of Root Cause Analysis (RCA) for identifying and solving organizational problems at their source rather than treating symptoms. Participants will learn structured analytical techniques and will be able to systematically diagnose problems, identify root causes, and implement prioritized corrective actions that support continuous improvement.

Target Audience:

- Team Leaders
- Supervisors
- Frontline Managers

Course Objectives:

By the end of this course, participants will be able to:

- Explain the concept and importance of Root Cause Analysis in problem-solving and continuous improvement.
- Differentiate between symptoms and root causes when analyzing organizational problems.
- Apply structured RCA tools to identify the underlying causes of operational issues.
- Use data-driven techniques such as Pareto analysis to focus on the most impactful causes of problems.
- Develop problem statements using the 5W1H framework to clarify complex issues.
- Conduct cause-and-effect analysis using Fishbone diagrams to explore contributing factors.
- Use the Five Whys technique to trace problems back to their root causes.
- Prioritize corrective actions using MoSCoW and Impact/Ease analysis.

Course Outline:

Module One: Introduction to Root Cause Analysis

- What is Root Cause Analysis
- Reactive vs proactive problem solving
- Continuous improvement mindset
- RCA principles and process overview

Module Two: Root Cause Identification with the Five Whys

- Five Whys methodology
- Cause chain analysis
- Identifying actionable root causes

Module Three: Cause and Effect Analysis (Fishbone Diagram)

- Ishikawa / Fishbone diagram
- 4M analysis (Man, Machine, Method, Material)
- Additional categories (Measurement, Environment, Management)
- Brainstorming causes

Module Four: Implementing RCA for Continuous Improvement

- Implementing corrective actions
- Monitoring outcomes
- RCA as a continuous improvement process
- Lessons learned and best practices

Module Five: Problem Statement and Data Analysis

- Defining the problem correctly
- Understanding problem context
- Introduction to analytical tools

Module Six: Pareto Analysis for Problem Prioritization

- 80/20 rule
- Pareto chart interpretation
- Identifying the "vital few"
- Using Pareto analysis in RCA



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Module Seven: Problem Scoping Using 5W1H

- What, Why, Where, When, Who, How framework
- Fact-finding vs assumptions
- Building a clear problem definition

Module Eight: Prioritizing Solutions and Actions

- MoSCoW prioritization
- Impact vs Ease matrix
- Cost vs Benefit analysis
- Selecting improvement initiatives

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

1.3 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None