Root Cause Analysis Training UAE

Service Objectives

- Enable teams to lead or support systematic, defensible investigations focused on risk reduction.
- Select and apply appropriate RCA methods (5-Why, Fishbone, Fault Tree, Barrier and Change Analysis) by incident type.
- Collect and preserve unbiased evidence; plan and conduct effective interviews while avoiding confirmation bias.
- Integrate human and organisational factors to move beyond blame towards systemic causes.
- Build causal factor charts linking failures to missing or degraded barriers and controls.
- Produce SMART CAPA aligned with ISO 45001 and process safety elements; present outcomes to stakeholders and authorities.

> Measurable outcomes highlighted in the programme: fewer repeat incidents, faster CAPA closure, stronger barrier effectiveness, and improved KPIs (TRIR, MTBF, quality escape rates). Bilingual delivery (English/Arabic) available.

Who This Service Is For

- Roles: HSE managers/officers, operations supervisors, maintenance/reliability, QA/QC, process engineers, project/site leaders, terminal/warehouse supervisors, internal auditors.
- Sectors: oil and gas, petrochemicals, construction/EPC, manufacturing, logistics/ports, power and utilities.
- Organisations converting near misses, quality escapes, equipment failures, and process upsets into durable CAPA.
- Triggers: regulatory or corporate standards, increased incident frequency, onboarding of new sites/contractors, audit findings on CAPA effectiveness.
- UAE regulatory context: aligned to OSHAD OSHMS (Abu Dhabi), Dubai Municipality, and Dubai Civil Defence expectations.

> Common UAE casework covered: process upsets and leaks, lifting incidents, switching/LOTO deviations, machinery/quality defects, MHE collisions, confined space and permit-to-work deviations.

Duration & Process Overview

- Durations: 1-day awareness; 2-day practitioner; 3-day lead investigator with human factors, barrier management, and presentation skills.
- Delivery: in-house on site or virtual live; weekday/weekend blocks; bilingual delivery on request.
- Cohort size: typically 8–16 delegates; larger groups via breakouts/co-facilitators. Includes templates, job aids, and post-course resources.

- Pre-course needs analysis and site-specific scenarios; optional post-course coaching for the next live investigation.

Methodology

The programme blends UAE-relevant theory, hands-on labs, role rotation, and assessment to ensure immediate on-the-job application.

Phase	Objective	Deliverable
Pre-course Needs Analysis	Gather anonymised incident summaries and procedures; tailor content to site risks and priorities.	Customised scenarios and job aids
Module 1 — RCA Foundations	Define incident vs accident; distinguish immediate vs root causes; recognise and avoid bias.	Case scoping checklist
Module 2 — Evidence & Interviews	Control scenes, preserve data, plan and conduct effective interviews.	Interview plan and evidence log
Module 3 — Analysis Methods	Apply 5-Why, Fishbone, Fault Tree, Barrier and Change Analysis to different incident types.	Causal factor chart and analysis worksheets
Module 4 — Human & Organisational Factors	Identify latent conditions in supervision, workload, procedures, and competence.	Human factors checklist and findings
Module 5 — CAPA & Verification	Design SMART actions using the hierarchy of controls; define effectiveness checks and KPIs.	Action plan with owners, targets, KPIs
Module 6 — Reporting & Presentation	Structure reports and briefings; use graphics; present to management and, where applicable, authorities.	Draft investigation report and management deck
Simulations & Role Rotation	Rotate roles (lead investigator, custodian, scribe, SME) using UAE-relevant cases (e.g., PTW, lifting, logistics).	Practised roles and repeatable tools
Assessment & Certification	Group investigation lab, individual knowledge check, short presentation; performance criteria applied.	NPM certificate of completion
Post-course Coaching (optional)	Support the next live investigation to embed methods and improve CAPA effectiveness.	On-the-job coaching notes and follow-up

This UAE-wide training is delivered by experienced investigators across refineries, terminals, EPC projects, manufacturing plants, logistics operations, and power/utilities, ensuring immediate transfer to the job and alignment with client audits and internal governance.