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# Risk Problem-Solving and Root Cause Treatment Training Course

25 – 29 April 2027
Kuala Lumpur

# Risk Problem-Solving and Root Cause Treatment Training Course

**Ref:** 3234_123068 **Date:** 25 – 29 April 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Risk Problem-Solving and Root Cause Treatment is a 1-week training course for team leaders, operations supervisors and risk staff who must explain why incidents, losses and near misses keep returning, and who leave with a Root Cause Treatment Dossier for one live risk event. Repeated failures drain budgets and trust far faster than first-time surprises, so organisations now expect causes, not symptoms, to be fixed. The course is delivered by Jupiter Prime Training.

## Why Risk Problem-Solving and Root Cause Treatment Matters Now

Three pressures shape this subject today. Leaner staffing and longer supply chains let one unexplained failure spread across sites. Auditors now ask whether corrective actions worked, not merely whether they were raised. Frontline staff hold most evidence yet are rarely asked. Good diagnosis cuts repeat incidents; treating symptoms means paying for the same event again. The course rests on general risk management principles: identify, analyse, evaluate, treat, monitor and learn.

## Who Gains Most from Risk Problem-Solving and Root Cause Treatment

- Supervisors who own the response when a process fails or a near miss is reported
- Risk and control staff who log loss events and must turn them into credible treatment proposals
- Quality and improvement practitioners who lead investigations into recurring defects or service failures
- Operations planners who weigh the cost of a fix against the cost of the failure happening again
- Compliance and assurance staff who track whether agreed actions were delivered and worked

A cross-functional group from one site gains most, as those who see failures and those who fund fixes learn one way of reasoning about cause.

## Risk Problem-Solving and Root Cause Treatment Capabilities

Participants move from describing failures to proving their causes. They can:

- Frame a risk event as a precise problem statement with boundaries and evidence — the investigation sponsor
- Separate immediate, contributing and underlying causes using a cause tree — the treatment owner
- Test each suspected cause against facts before accepting it — the review panel
- Weigh treatment options by cost, effort and residual exposure under uncertainty — the budget holder
- Design corrective actions with owners, due points and success measures — the line manager

- Communicate findings and the chosen treatment in a one-page brief — senior leadership

## Key Risk Problem-Solving and Root Cause Treatment Terms

- Root cause — the deepest condition whose removal stops the event recurring.
- Contributing factor — a condition that made the event more likely or more severe without causing it alone.
- Problem statement — a short factual account of what happened and how far it deviated from expectation.
- Cause tree — a branching diagram linking an event to the chain of conditions beneath it.
- Residual exposure — the risk that remains after a treatment has been applied and is working as intended.
- Effectiveness check — a planned test after closure showing whether a corrective action prevented recurrence.

## Risk Problem-Solving and Root Cause Treatment Day by Day

### Day 1: Seeing Risk Events as Problems

- Incident, Loss and Near-Miss Records — Which Events Deserve Investigation
- Symptom Versus Cause Distinction — Avoiding Quick Fixes That Fail
- Problem Statement Drafting — Setting Scope and Deviation Clearly
- Stakeholder and Evidence Owner Mapping — Who Holds the Facts
- Investigation Charter — Agreeing Sponsor, Team and Time Box

### Day 2: Gathering and Testing Evidence

- Timeline Reconstruction — Sequencing What Happened Before the Event
- Structured Interviews With Frontline Staff — Hearing Without Blame
- Records, Logs and Physical Evidence — Preserving Facts Before They Fade
- Change Analysis — Spotting What Differed From Normal Operation
- Fact Versus Assumption Register — Keeping Speculation Out of Findings

### Day 3: Tracing Causes to Their Roots

- Cause Tree Construction — Linking Event to Underlying Conditions
- Repeated Why Questioning — Moving Past the Obvious Answer
- Human, Process, Equipment and Supplier Categories — Balancing Cause Search
- Barrier Analysis — Which Controls Were Missing, Weak or Bypassed
- Cause Verification Tests — Confirming Causes Before Committing Funds

### Day 4: Choosing Treatments Under Uncertainty

- Treatment Option Long List — Eliminate, Reduce, Transfer or Accept
- Cost, Effort and Exposure Scoring — Comparing Options on One Page
- Scenario Ranges for Uncertain Outcomes — Deciding Without Perfect Data
- Corrective Action Plan Design — Owners, Due Points and Measures
- Escalation Thresholds — When a Treatment Needs Senior Approval

## Day 5: Practising the Root Cause Treatment Dossier

- Case Problem Statement and Evidence Pack — Applying Days One and Two
- Case Cause Tree and Verification — Applying Day Three Methods
- Case Treatment Comparison — Applying Day Four Scoring
- Effectiveness Check and Closure Criteria — Proving the Fix Holds
- Root Cause Treatment Dossier — Presenting Causes, Treatment and Follow-Up

## Applying Risk Problem-Solving and Root Cause Treatment After the Course

- Lead a cause tree session on a recent repeat incident and verify each branch against records before proposing a fix.
- Add effectiveness checks to open corrective actions in the unit and report which ones prevented recurrence.

## Risk Problem-Solving and Root Cause Treatment Questions FAQ

### What is risk problem-solving and root cause treatment, and why does it matter now?

It is the disciplined practice of finding why a risk event happened and choosing a fix that stops it returning. It matters now because repeat failures are costly and hard to defend under closer oversight.

### Which roles gain most from risk problem-solving and root cause treatment?

Supervisors, risk and control staff, quality practitioners and assurance staff gain most. They investigate events or track corrective actions, in sectors such as manufacturing, utilities and financial services.

### How does risk problem-solving and root cause treatment differ from a general risk management course?

It focuses on events that have already happened or nearly happened. A general risk course assesses future risks broadly; this one investigates causes, tests evidence and selects treatments for a specific problem.

### What do you bring back from risk problem-solving and root cause treatment?

You bring back a completed dossier for a real event from your workplace. It holds the problem statement, verified causes, the chosen treatment with owners and an effectiveness check.

## Risk Problem-Solving and Root Cause Treatment: The Way Forward

The Root Cause Treatment Dossier first informs whether the chosen corrective action should be funded and who owns it. Line managers and risk teams use it to track delivery. After its first effectiveness check, revisit the cause tree: if the event recurs, a branch was accepted on assumption rather than evidence.