Procurement & Supply Chain Management · PS391

Data-Driven Decision Making, Root Cause Analysis & Risk Management

Enhancing Operational Excellence through Data Insights, Problem Solving, and Proactive Risk Control

Duration	Category	Ref
1 Week	**Procurement & Supply Chain Management**	**PS391**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

In today's fast-paced and data-rich business environment, organisations must leverage accurate data, structured problem-solving techniques, and proactive risk management to stay competitive. This course is designed to equip professionals with the essential skills to analyse data effectively, identify and eliminate root causes of problems, and anticipate risks before they impact operations.

Participants will gain practical tools and methodologies to improve processes, reduce errors, and support smarter, evidence-based decision-making across their organisation.

Course Objectives of Data-Driven Decision Making, Root Cause Analysis & Risk Management

At the end of this programme participants will be qualified to:

- Apply data analysis techniques to support decision-making and improve performance
- Identify inefficiencies and reduce errors in operational processes
- Use structured approaches to determine root causes of problems
- Develop sustainable solutions to prevent recurring issues
- Anticipate and assess risks in business operations
- Implement risk mitigation strategies effectively
- Enhance overall process quality and organisational efficiency

Course Methodology of Data-Driven Decision Making, Root Cause Analysis & Risk Management

- Lectures and Expert Insights: Leading industry experts will share their insights and best practices.
- Case Studies: Analyse real-world talent acquisition challenges and solutions.

- Group Discussions: Engage in meaningful discussions and share experiences with peers.
- Role-Playing and Simulations: Practice recruitment scenarios to enhance skills.
- Hands-on Workshops: Gain practical experience in using recruitment tools and techniques.

Organisational Impact of Data-Driven Decision Making, Root Cause Analysis & Risk Management

- Improved operational efficiency and reduced process errors
- Stronger data-driven culture in decision-making
- Reduced recurrence of problems through effective root cause analysis
- Enhanced risk awareness and proactive mitigation strategies
- Better quality of services/products and increased customer satisfaction
- Increased alignment between strategy and execution

Personal Impact of Data-Driven Decision Making, Root Cause Analysis & Risk Management

- Strong analytical and critical thinking skills
- Improved problem-solving capabilities
- Confidence in making data-driven decisions
- Enhanced ability to identify and manage risks
- Better communication of insights and recommendations
- Increased professional value and career growth opportunities

Target Audience of Data-Driven Decision Making, Root Cause Analysis & Risk Management

This course is designed for professionals involved in decision-making, process improvement, and operational performance, including:

- Mid-level Managers and Supervisors
- Business Analysts and Data Analysts
- Operations and Process Improvement Professionals
- Quality Assurance and Continuous Improvement Specialists
- Risk Management and Compliance Professionals
- Project Managers
- Finance and Administrative Professionals

Course Outlines

DAY 1

Fundamentals of Data-Driven Decision Making

- Introduction to data-driven organisations
- Types of data and data sources
- Key concepts in data analysis
- Data quality and data integrity
- Introduction to descriptive statistics
- Data visualisation basics

Day 2

Data Analysis for Process Improvement

- Identifying inefficiencies through data
- Key performance indicators (KPIs) and metrics
- Process mapping and analysis
- Tools for data analysis (Excel or similar tools)
- Detecting patterns, trends, and anomalies
- Reducing errors through data insights
- Case study

Day 3

Root Cause Analysis (RCA)

- Introduction to problem-solving frameworks
- Difference between symptoms and root causes
- Root Cause Analysis tools:
  - 5 Whys Technique
  - Fishbone (Ishikawa) Diagram
  - Pareto Analysis (80/20 rule)
- Identifying and validating root causes
- Developing corrective and preventive actions

Day 4

Risk Management & Proactive Planning

- Introduction to risk management concepts
- Types of risks (operational, financial, strategic, etc.)
- Risk identification techniques
- Risk assessment (likelihood vs. impact)
- Risk prioritisation and risk matrix
- Developing mitigation and contingency plans
- Integrating risk management into decision-making

Day 5

Integration & Practical Application

- Linking data analysis, RCA, and risk management
- Decision-making frameworks and models
- Building a continuous improvement culture
- Real-life case study: end-to-end problem solving
- Action planning: applying learning in the workplace

Ask us for a date for this course

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