IPI Academy

MANAGEMENT forum



Presented by
Management Forum

Root Cause Analysis and Critical Thinking

24 May 27
+ 22 November 27

Six-hour CPD-certified training course teaching pharmaceutical professionals how to identify true problem sources rather than symptoms using critical thinking principles.

Format:
Live online

CPD:
6 hours for your records

Certificate of completion

Course overview

Root Cause Analysis (RCA) is the process of discovering the root causes of problems to identify solutions. When used with critical thinking, the ability to think clearly and rationally, understanding the logical connection between ideas this provides a highly effective method for identifying the source of faults, failures, decision making, and undesired outcomes for processes. This approach is extremely effective when used by the pharmaceutical and associated healthcare industries to solve problems. In addition, RCA procedures with the application of critical thinking are an increasing focus by regulatory inspectors.

Often organisations waste a great amount of time and money in fixing the symptoms of a problem, rather than the problem itself. Using Critical thinking applied to RCA will enable you to solve problems far quicker, and much more effectively.

This one-day course introduces delegates to different RCA and critical thinking problem-solving tools and techniques which are then applied throughout a series of highly interactive and practical exercises putting these theories into practice to apply a systematic end-to-end process for analysing problems and decision making.

Benefits of attending

- **Apply** best practice tools and techniques to identify, and document the root causes of problems
- **Propose** and evaluate solutions to prevent problems recurring and manage regulatory inspection findings
- **Communicate** your findings and recommendations to colleagues and senior management
- **Gain** an overview of the increasing importance of RCA and critical thinking skills for pharmaceutical and biopharmaceutical and associated healthcare sectors
- **Understand** the critical thinking and application to RCA
- **Be aware** of key tools and approaches to apply critical thinking to RCA for pharmaceutical and associated healthcare industries

Who should attend?

Anyone working in the pharmaceutical, biopharma, medical device and veterinary industries who wants to maximise RCA and critical thinking skills, particularly applied to problem solving and decision making including the following:

- Managers responsible for process and quality improvements
- Professionals working in R&D and production
- Quality managers, internal and external auditors, inspectors
- Line managers and supervisors
- Anyone involved in managing customer and/or supplier/CMOs, CRO relationships
- Problem solving team members and leaders
- Product or process designers
- Operational and production professionals

Programme

Background and defining RCA and critical thinking

Steps in RCA and applying critical thinking

Preventive and mitigating problems

- Preventive action
- Risk analysis
- Failure Mode and Effects Analysis (FMEA)

Diagnosing RCA

RCA methodologies

- Brainstorming
- Ishikawa Diagrams
- The five "Whys"
- Is/is not
- Process maps

Critical thinking

- Overview of background
- Define critical thinking, decision making and problem solving and understand the differences
- Examine types of decisions & problems in the pharma industry
- Understand the focus of critical thinking in ICH Designing Quality
- Applying critical thinking to thinking questions to go beyond checklists
- Tools and approaches for critical thinking to use in the pharmaceutical and associated healthcare industries including:
  - RED
  - Thinking outside the box
  - Ways to improve your critical thinking
  - Application to RCA

Presenter



Laura Brown

Dr Laura Brown is a QA and training consultant in the pharmaceutical industry. She has also worked as an Associate Facilitator at Cranfield School of Management. She has worked in senior management roles for companies including Wellcome, Hoechst Marion Roussel, Good Clinical Research Practices and Phoenix International where she gained extensive experience of problem solving and decision-making using RCA and critical thinking skills. Since completing her MBA Laura has co-authored several books on management including: Strategic Thinking (Be Your Own Strategy Consultant – Demystifying) Strategic Thinking), Developing the Individual, The Ultimate Book of Business Skills and Project Management for the Pharmaceutical Industry.

Course dates

24 May 27	**Live online** 09:30-17:00 **UK (London)** (UTC+01) *Course code 17189*	GBP **499** ~~599~~ EUR **699** ~~839~~ USD **803** ~~959~~ **Until 29 Mar**
22 November 27	**Live online** 09:30-17:00 **UK (London)** (UTC+00) *Course code 17507*	GBP **499** ~~599~~ EUR **699** ~~839~~ USD **803** ~~959~~ **Until 27 Sep**

How to book

Online:
ipi.academy/2532

Alternatively contact us to book, or if you have any queries:

Email:
info@ipiacademy.com

Phone:
+44 (0)20 7749 4749

Discounts

- Booking more than one delegate on any one date qualifies for a **30% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee
The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note
IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions
The rest of the our terms, the event cancellation policy and the terms and conditions are on our website, please visit ipi.academy/content/terms-and-conditions

Reviews

★★★★☆

Very good. Also the form of how it was conducted with the exercises

Alessandro Salvi
Quality Assurance Specialist
ICE Pharma Group
Nov 24 2025

★★★★★

I would recommend. 5*. The breakout rooms [were particularly] a great way to interact and to learn from others.

Yesenia Salguero
Document Control Specialist
UNITED THERAPEUTICS Corp
Nov 25 2024

★★★★★

The speaker was excellent - she really knew her subject matter. She was clear and very reassuring

Susan Reijntjes
Principal Medical Writing Scientist
Johnson & Johnson
Nov 6 2023

★★★★★

The speaker was excellent - she really knew her subject matter. She was clear and very reassuring.

Susan Reijntjes
Principal Medical Writing Scientist
Johnson & Johnson
Nov 6 2023

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



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IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

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