Risk-Based Problem Solving and Corrective Action Course

15 – 19 March 2027
Vienna

AGILE LEADERS
Training Center

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Ref: 1273_194079 **Date:** 15 – 19 March 2027 **Location:** Vienna **Fees:** 5700 Euro

Overview

Risk-Based Problem Solving and Corrective Action Course is a one-week course for risk managers, operational leaders, control owners, project managers, and facilitators who need a Problem and Risk Resolution File. Participants distinguish symptoms from causes, assess risk implications, compare response options, assign corrective action, and verify recurrence prevention. The course connects root cause analysis with risk assessment and treatment selection for recurring operational and governance problems. Agile Leaders Training Center presents risk-based problem solving as a controlled resolution practice.

Who Should Attend

- Functions responsible for recurring operational problem resolution
- Teams responsible for risk assessment, controls, and treatment decisions
- Functions responsible for corrective action and recurrence prevention
- Project and change teams responsible for option evaluation
- Governance and assurance teams responsible for action verification

The course assumes participants already investigate or manage operational problems and leaves out introductory creativity techniques, statistical certification, and enterprise risk framework implementation.

Departments and Industries

The course supports departments and industries that must resolve problems without creating unmanaged risk.

- Operations, quality, maintenance, and service management
- Risk, governance, internal control, and assurance
- Projects, engineering, technology, and transformation
- Manufacturing, energy, utilities, and infrastructure
- Financial services, healthcare, logistics, and public services

Learning Objectives

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

- Analyze problem scope, evidence, impacts, and containment needs
- Apply root cause analysis tools and validate causal claims
- Evaluate risk implications, controls, and residual exposure
- Compare solution options by benefit, feasibility, and risk
- Build corrective-action, treatment, ownership, and verification plans
- Use monitoring and learning reviews to prevent recurrence

Course Agenda

Day 1: Problem and Risk Framing

- Problem and Risk Definition Sheet
- SIPOC Process Boundary Map
- Symptom, Cause, and Evidence Log
- Immediate Containment Decision Record
- Stakeholder and Impact Mapping Matrix

Day 2: Cause Analysis and Validation

- Problem Evidence Collection Plan
- Pareto Cause Prioritization Chart
- Fishbone Cause Category Diagram
- 5 Whys Causal Validation Trail
- Cause-Event-Consequence Analysis Map

Day 3: Risk and Option Evaluation

- ISO 31000:2018 Problem-Risk Integration Framework
- IEC 31010:2019 Technique Selection Matrix
- Problem Risk-Impact Register
- Solution Alternative Generation Canvas
- Option Risk-Benefit Evaluation Matrix

Day 4: Action and Verification

- Risk Treatment and Corrective Action Plan
- Action Ownership and Accountability Matrix
- Control Implementation Verification Checklist
- Residual Risk Acceptance and Escalation Record
- Outcome Monitoring and Learning Review

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Day 5: Resolution Practice

- Exercise: Problem Boundary and Evidence Assessment
- Exercise: Cause Analysis and Validation Challenge
- Exercise: Solution Risk and Benefit Comparison
- Exercise: Corrective Action and Control Verification
- Capstone Exercise: Problem and Risk Resolution File

Practical Exercises

The course uses suggested activities that connect problem evidence, causal reasoning, risk choices, and action verification.

- Suggested activity: frame a recurring manufacturing failure and decide what immediate containment is proportionate.
- Suggested activity: test competing causes of a service interruption using evidence and causal validation.
- Suggested activity: compare technology recovery options for benefit, feasibility, new risk, and residual exposure.
- Suggested activity: build an owned corrective-action plan with controls, indicators, escalation, and learning review.

FAQs

Who should attend risk-based problem solving training?

Risk-based problem solving training suits people who investigate recurring problems, assess risks, select treatments, own controls, or verify corrective actions. It assumes experience with operational decisions or problem investigations.

How does risk-based problem solving differ from general problem-solving training?

Risk-based problem solving integrates causal analysis with risk assessment, treatment choices, ownership, control verification, and residual-risk decisions, while general problem-solving training focuses more broadly on ideation and solution selection.

How does root cause analysis support corrective action?

Root cause analysis supports corrective action by testing why a problem occurred, separating contributing factors from underlying causes, and directing actions toward causes that can be controlled or removed.

How should risks be compared when selecting a solution?

Solution risks should be compared alongside expected benefit, feasibility, dependencies, control needs, new exposures, residual risk, ownership, and evidence required to verify the result.

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What shows that corrective action prevented recurrence?

Recurrence prevention requires implemented actions, functioning controls, stable outcome indicators, closed escalation items, no repeat pattern within the defined review conditions, and documented learning from verification evidence.

Conclusion

The course integrates problem framing, evidence collection, cause validation, risk assessment, option evaluation, corrective action, and verification. Participants take back a Problem and Risk Resolution File documenting analysis, decisions, owners, controls, indicators, and learning. The file improves traceability from a recurring problem through treatment, residual-risk acceptance, and recurrence-prevention review.