

Project Execution & Control Problem & Issue Management

Powerful Techniques for the Prevention of Recurring Errors



Problem Resolution & Issue Management helps avoid unnecessary and expensive corrections by treating underlying causes, thereby eliminating or reducing cost & time impacts throughout the Life Cycle

- This interactive course explains how to address and lead investigations into Project Execution Cost and Schedule Performance Problems
- This is a “How To” course designed to teach skills using various techniques such as Root Cause Analysis, Causal Factor Charting, and Root Cause Charts



Delegates will learn & practice:

- ✧ How to develop and implement a structured project control process
- ✧ How to initiate and conduct a problem investigation
- ✧ Methods for collecting different types of data, including effective interviewing skills
- ✧ How and when to apply causal factor and root cause analysis
- ✧ How to structure a Ishikawa Fishbone Diagram
- ✧ How to apply the “5-Whys” technique for finding root causes
- ✧ How to develop and implement appropriate recommendations to address root causes
- ✧ • How to integrate problem resolutions into Lessons Learned

This course/workshop is particularly suitable for Project Managers & Project Leaders; Team Leaders and Project Team Members; Subject Matter Experts involved in Projects and Process quality control/assurance staff.

Delegates should have practical experience in Project Management Implementation & Delivery

This course has been
Designed & Created
and is Managed & Organised by



The Course is aligned to the
Project Management Institute
Body of Knowledge



Project Execution & Control - Problem & Issue Management

Contents & Timeline

SESSION 1

The Project Development Life Cycle

- Review of the Project Life Cycle
- Project Scope & Requirements
- Project Planning Techniques:
 - *Establishing Project Activities, Costs & Duration*
 - *Performing Procurement Planning & Integrating Contractor Plans*
 - *Developing HSE Plans*
 - *Drafting Testing & Commissioning Plans*
 - *Conducting Risk Assessment & Planning*
 - *Developing Project Execution Schedule*
- Synopsis of Project Execution
- Project Execution Performance Monitoring
- Project Execution Reporting & Control
 - *Collecting Performance Progress Data*
 - *Risk Monitoring*
 - *Change Requests/Orders*
 - *Contractors & Procurement*
 - *Variance Analysis*
 - *Evaluation of Project Status*
 - *Forecasting*

Problem Resolution

- The Problem Resolution Process
 - *Differences between a Problem and an Issue*
 - *The Project Problem/Issue Log*
- Root Cause Analysis
 - *Benefits/ Value of Root Cause Analysis*
 - *The 7 Step Root Cause Analysis Process*
 - *1. Problem Description: Identify & Define the Problems*
 - *2. Gather data: Collect & Collate Information on the Problems*
 - *3. Identify Potential Root Causes: Structure Root Causes & their Relationships*
 - *4. Select the Root Cause: Identify which Cause(s) would address the Problems*
 - *5. Identify Solutions: Select most Effective and Viable Solutions*
 - *6. Implement the Solutions: Plan and Perform the Selected Solutions*
 - *7. Evaluate effectiveness of Solutions: Verify application of Solutions*
 - *Overview of Basic Tools & Techniques for Root Cause Analysis*

SESSION 2

Analysis of the Problem

- Root Cause Analysis Step 1:
 - *Problem Description: Identify & Define the Problems*
 - *Review Project Problem/Issue Log*
 - *Establish priority of problems to Address*
- Root Cause Analysis Step 2:
 - *Gather data: Collect & Collate Information on the Problems*
 - *Extracting Project Data from Project Reporting*
 - *Conducting Interviews*
 - *Collecting other Performance Data*
- Root Cause Analysis Step 3:
 - *Identify Potential Root Causes: Structure Root Causes & their Relationships*
 - *Establishing the Analysis Team*
 - *Provision of Appropriate Analysis Tools:*
 - *Cause & Effect Diagram*
 - *Ishikawa (Fishbone) Diagram*
 - *The "5-Whys"*
 - *Cause Relationship Chart*

SESSION 3

Perform Corrective Action

- Root Cause Analysis Step 4:
 - *Select the Root Cause: Identify which Cause(s) would address the Problems*
 - *Selection of Root Causes & Agreement*
 - *Cross-Referencing Root Causes & Different Problems*
- Root Cause Analysis Step 5:
 - *Identify Solutions: Select most Effective and Viable Solutions*
 - *Drafting Recommendations*
 - *Establishing Project Effort for Recommendation Implementation*
 - *Seeking Management Approval*
- Root Cause Analysis Step 6:
 - *Implement the Solutions: Plan and Perform the Selected Solutions*
 - *Seeking Management Approval*
 - *Developing Project Plan for Selected Solutions*
 - *Re-Baselining the Project*
 - *Assigning Work and Performance*
- Root Cause Analysis Step 7:
 - *Evaluate effectiveness of Solutions: Verify application of Solutions*
 - *Monitoring Actions referring to Problem Solutions*
 - *Recording Results for Lessons Learned*



This course has been
Designed & Created
and is Managed & Organised by



The Course is aligned to the
Project Management Institute
Body of Knowledge

