Defect Management and Root-Cause Analysis in ERP Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

This advanced course addresses the critical need for robust Defect Management and Root-Cause Analysis (RCA) within complex Enterprise Resource Planning (ERP) environments. In today's landscape of accelerated Digital Transformation and large-scale Cloud ERP deployments, system reliability is paramount. Uncontrolled defects, functional errors, and performance bottlenecks lead directly to significant cost overruns, Scope Creep, reduced User Adoption, and compliance risks. Defect Management and Root-Cause Analysis in ERP Training Course is designed to move teams beyond reactive "fire-fighting" to a proactive, structured methodology. We will integrate Agile and DevOps principles with proven RCA techniques like the 5 Whys, Fishbone Diagrams, and Fault Tree Analysis to establish a Continuous Improvement cycle. The focus is on establishing a resilient quality assurance framework, ensuring Data Integrity, and driving long-term Operational Efficiency across the entire enterprise system lifecycle.

The modern ERP ecosystem demands a skillset that bridges technical testing and strategic process improvement. This training provides participants with the Actionable Insights and practical tools necessary to implement a world-class Quality Assurance strategy. You will master the systematic approach for logging, tracking, and prioritizing defects using best-in-class Test Management and JIRA/Azure DevOps tools. More importantly, you will learn to apply a deep-dive Root Cause Analysis methodology to uncover the underlying process, configuration, or data failures that cause recurring ERP issues, thereby preventing their recurrence and minimizing future System Downtime. By mastering these disciplines, attendees will become vital agents in ensuring a successful ERP Implementation and realizing maximum Return on Investment (ROI) from their system investment.

Programme Curriculum

Defect Management and Root-Cause Analysis in ERP Training Course

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Course Duration

5 Days

Course Objectives

1. Master the End-to-End Defect Lifecycle from identification to closure in a complex ERP Ecosystem.
2. Implement a strategic, multi-stage ERP Test Management process to maximize coverage and minimize production issues.
3. Utilize Test Automation tools to build efficient and repeatable Regression Testing scripts for critical ERP processes.
4. Apply a structured Root Cause Analysis (RCA) methodology to identify the fundamental source of recurring system failures and Performance Bottlenecks.
5. Differentiate between configuration defects, customization errors, integration failures, and master data issues.
6. Employ advanced RCA techniques for deep-dive problem-solving in functional and technical ERP modules.
7. Develop and execute effective Corrective and Preventive Actions to ensure permanent defect resolution and compliance.
8. Establish robust Change Management protocols to prevent the re-introduction of defects after patch application or system upgrades.
9. Prioritize defects using business impact and severity to optimize Resource Allocation and fix cycles.
10. Integrate Defect Triage and RCA findings into an Agile/Scrum or DevOps delivery model for Continuous Improvement.
11. Leverage Analytics and Business Intelligence (BI) tools for defect trend reporting, predictive risk identification, and KPI tracking.

12. Formulate a comprehensive Data Migration and Data Quality assurance plan to eliminate data-related defects.
13. Drive User Adoption and system trust by ensuring a stable, high-quality user experience post-go-live.

Target Audience

1. ERP Project Managers & Leaders.
2. IT/ERP Business Analysts.
3. ERP Testers
4. Application Support and Helpdesk Specialists.
5. Quality Assurance (QA) Managers.
6. Core Business Process Owners.
7. ERP System Administrators.
8. Internal Audit and Compliance Teams.

Course Modules

Module 1: Foundational Defect Management in ERP

- ERP Defect Lifecycle.
- Best Practices for Defect Logging
- Defect Management Tools.
- Triage and Prioritization.
- Case Study: Analyzing a failed ERP go-live due to an unmanaged backlog of P1 defects and implementing a new Defect Triage Committee model.

Module 2: Introduction to Root-Cause Analysis (RCA) Methodology

- RCA Principles.
- Defining the Problem Statement
- Data Collection and Fact-Finding
- The 6-Step RCA Process.
- Case Study: A recurring ERP month-end closing error

Module 3: Structured RCA Techniques for ERP Failures

- The 5 Whys Technique.
- Fishbone (Ishikawa) Diagram.
- Fault Tree Analysis.
- Kepner-Tregoe Analysis.
- Case Study: Applying the Fishbone Diagram to a complex Supply Chain defect to pinpoint causes in master data and user training.

Module 4: Defect Root Causes in ERP Functional Areas

- Configuration Errors and Customization Code Issues.
- Master Data Integrity Failures.
- Integration and Interface Defects
- Security and Authorization Deficiencies.
- Case Study: Analyzing a defect in the Financial Module caused by incorrect GL account mapping during initial configuration, and developing a cross-functional governance solution.

Module 5: Performance and Technical Defect RCA

- Performance Bottlenecks.
- System and Database Log Analysis.
- Infrastructure-Related Failures.
- Automated Monitoring and Alerting.
- Case Study: RCA of a periodic system slowdown affecting all users, tracing the issue to a poorly optimized custom report running during peak hours.

Module 6: Corrective and Preventive Actions (CAPA)

- Developing Effective Corrective Actions
- Designing Long-Term Preventive Actions
- Risk Mitigation and Impact Assessment.
- CAPA Documentation and Follow-Up.
- Case Study: A recurring inventory posting error is fixed, and the process is updated with mandatory peer review and automated data validation rules.

Module 7: Training Methodology

- Blended Learning Approach.
- Scenario-Based Simulation.
- Gamified Learning & Quizzes.
- Case Study: Role-Specific Training Paths
- Continuous Feedback Loop.

Module 8: Defect Management & RCA Metrics and Governance

- Key Defect Metrics (KPIs).
- RCA Trend Analysis.
- Governance and Reporting.
- Integrating RCA into Project Management.
- Case Study: Creating an executive dashboard that shows a 40% reduction in Defect Recurrence over two quarters following the implementation of a standardized CAPA process.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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