

# UNCOVERING THE ROOT CAUSE

**Honeywell**

 **Sparta  
Systems**



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# OVERVIEW


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Root cause analysis (RCA) is drilling down to find the causes of the problem so corrective and preventive action can be taken.

RCA starts at the undesirable effect and works backward to its cause(s) and addresses those causes. While the term “Root Cause” implies a single cause for a problem, often, the RCA will discover multiple causes that triggered the problem.

The RCA should identify potential causes to ensure the undesirable effect does not recur.

**IDENTIFYING THE  
CORRECT  
ROOT CAUSE(S)  
CAN HELP  
PREVENT  
FUTURE  
OCCURRENCES**



# WHY IS A ROOT CAUSE INVESTIGATION IMPORTANT

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There are multiple benefits to a robust RCA process. The main benefit is it allows an employer to discover the underlying or systemic, rather than the generalized or immediate, causes of an incident. Correcting only an immediate cause may eliminate a symptom of a problem, but not the problem itself.



# REMOVING THE DEAD ROOT

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**POOR  
QUALITY  
CULTURE**

**LACK OF GUIDANCE  
ON A ROOT CAUSE  
ANALYSIS**

**LACK OF LOGICAL  
THINKING**

**LACK OF  
TRAINING**

**RELIANCE ON  
INTUITION OR  
PREVIOUS  
EXPERIENCE**

**NOT USING A  
CROSS-FUNCTIONAL  
TEAM APPROACH**



# ROOT CAUSE ANALYSIS

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## ROOT CAUSE ANALYSIS:

1

### DEFINE EVENT

SCOPE  
PROBLEM

ORGANIZE  
RCA

CREATE  
PLAN

## ROOT CAUSE ANALYSIS:

### **2** **FIND CAUSE(S)**

UNDERSTAND  
PROBLEM

CREATE  
POSSIBLE  
PROBLEMS

BE  
CREATIVE



## ROOT CAUSE ANALYSIS:

### **3** **FIND ROOT CAUSE(S)**

UNCOVERING  
THE **TRUE CAUSE**  
OF THE EVENT



**HISTOGRAM**



**PARETO ANALYSIS**



**FIVE WHYS**



**FAULT TREE**



**CAUSE AND EFFECT**

## ROOT CAUSE ANALYSIS:

# **4** **FIND** **SOLUTION(S)**

CROSS-FUNCTIONAL  
MEETING WITH  
POSSIBLE  
SOLUTIONS

DESIGN  
SOLUTIONS

BE  
CREATIVE

## ROOT CAUSE ANALYSIS:

# 5 TAKE ACTION AND MEASURE



ASSESS THE  
EFFECTIVENESS  
OF SOLUTIONS

NO FURTHER ACTION, CLOSE RCA



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