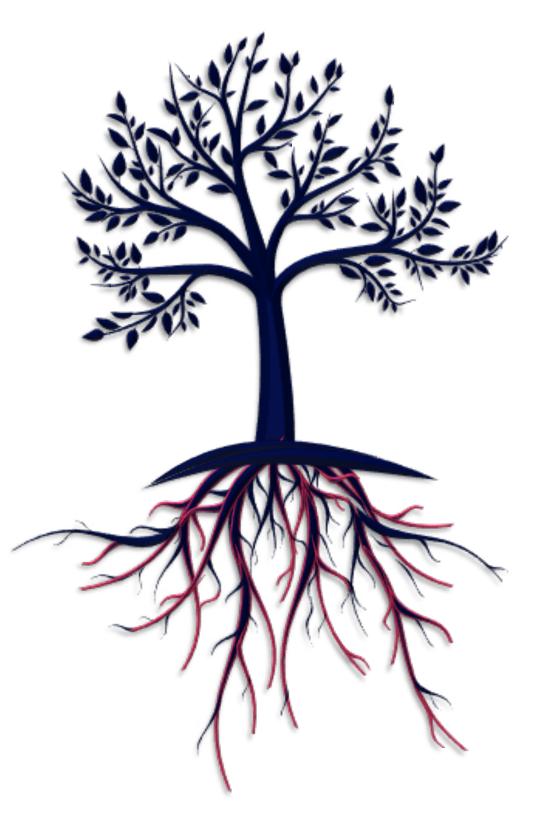
# UNCOVERING THE ROOTCAUSE



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- **3** Overview of root cause analysis
- 4 Why is a root cause investigation important
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- 6 Root cause analysis



## **OVERVIEW**

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

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.



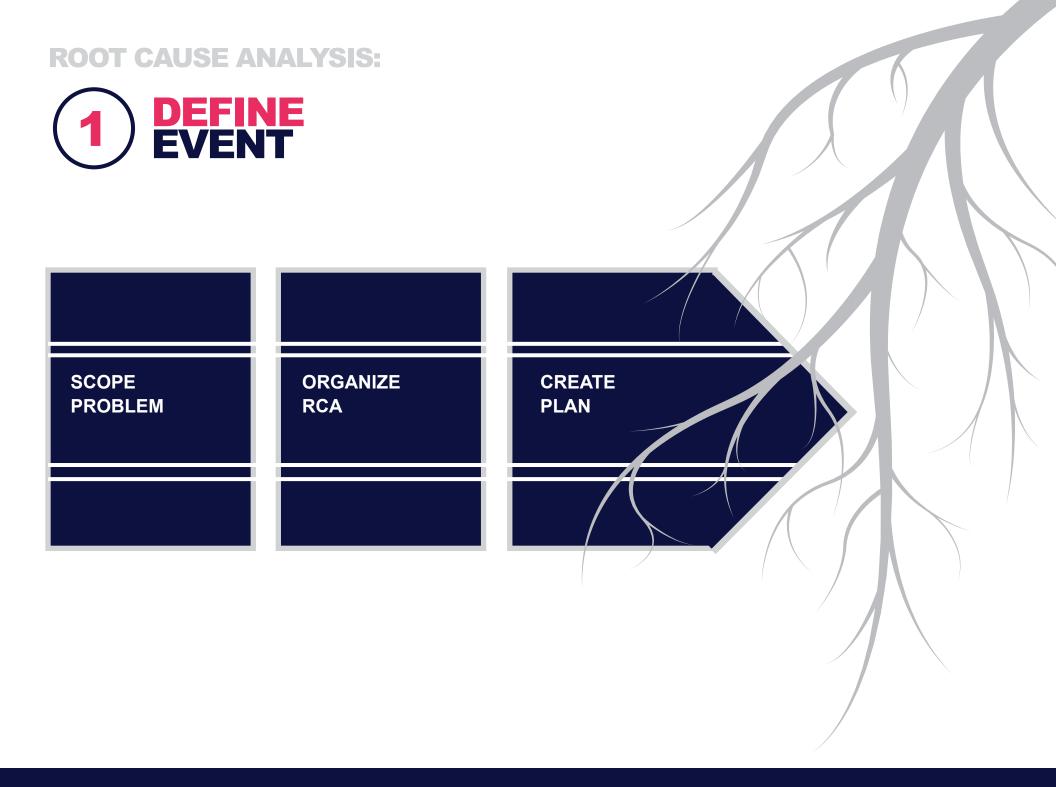
#### **REMOVING THE DEAD ROOT**



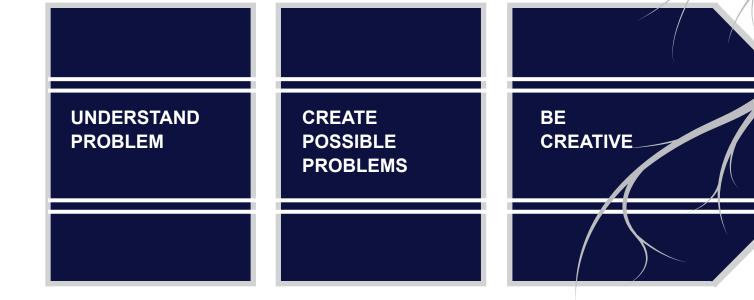














## UNCOVERING THE **TRUE CAUSE** OF THE EVENT

•	HISTOGRAM
•	PARETO ANALYSIS
•	FIVE WHYS
•	FAULT TREE
•	CAUSE AND EFFECT



CROSS-FUNCTIONAL MEETING WITH POSSIBLE SOLUTIONS

#### DESIGN SOLUTIONS

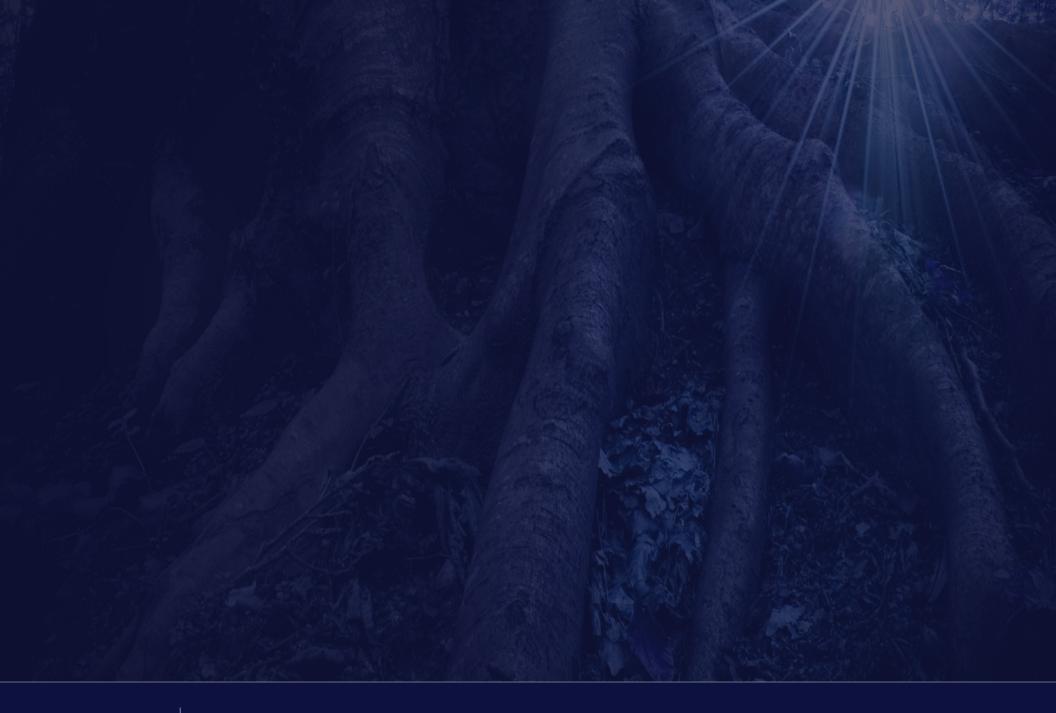
BE CREATIVE





## ASSESS THE EFFECTIVENESS OF SOLUTIONS

NO FURTHER ACTION, CLOSE RCA





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