Root Cause Analysis

Workplace Activity Document for 6-Step Problem Solving

Problem Solving Team: **Date:**

Step 1. Identify the Problem

Describe the problem. Draw sketch, attach data (e.g. Pareto Chart) or photo if relevant.

Immediate Action

Briefly describe any actions taken to isolate the problem, secure the area and/or initiate a temporary fix.

Step 2. Define the Problem - 4W & 1H

Gather all the relevant facts. This ensures all the team have the same information.

What? (E.g. What product/ service/ supplier/ customer/ machine? What else changed?)

When? (E.g. What date/ day/ time was the problem first noticed? When does it usually occur?)

Where? (E.g. Where is the problem occurring? Where are the effects felt?)

Who? (E.g. Who is there when the problem happens? Which team or shift? Who else is affected?)

How? (E.g. How does the process cause the problem? How frequently does this problem occur?)

Step 3. Identify the Root Cause – Part One: Cause & Effect Diagram

▪ Write the effect or problem in the "fish head". ▪ Select the most appropriate headings for the "fish bones": **E.g. People, Process, Product, Plant / Man, Machine, Material, Method, Measurement / Equipment, Environment, Customer, Information.** ▪ **Brainstorm** all possible causes and record them.

Effect / Problem
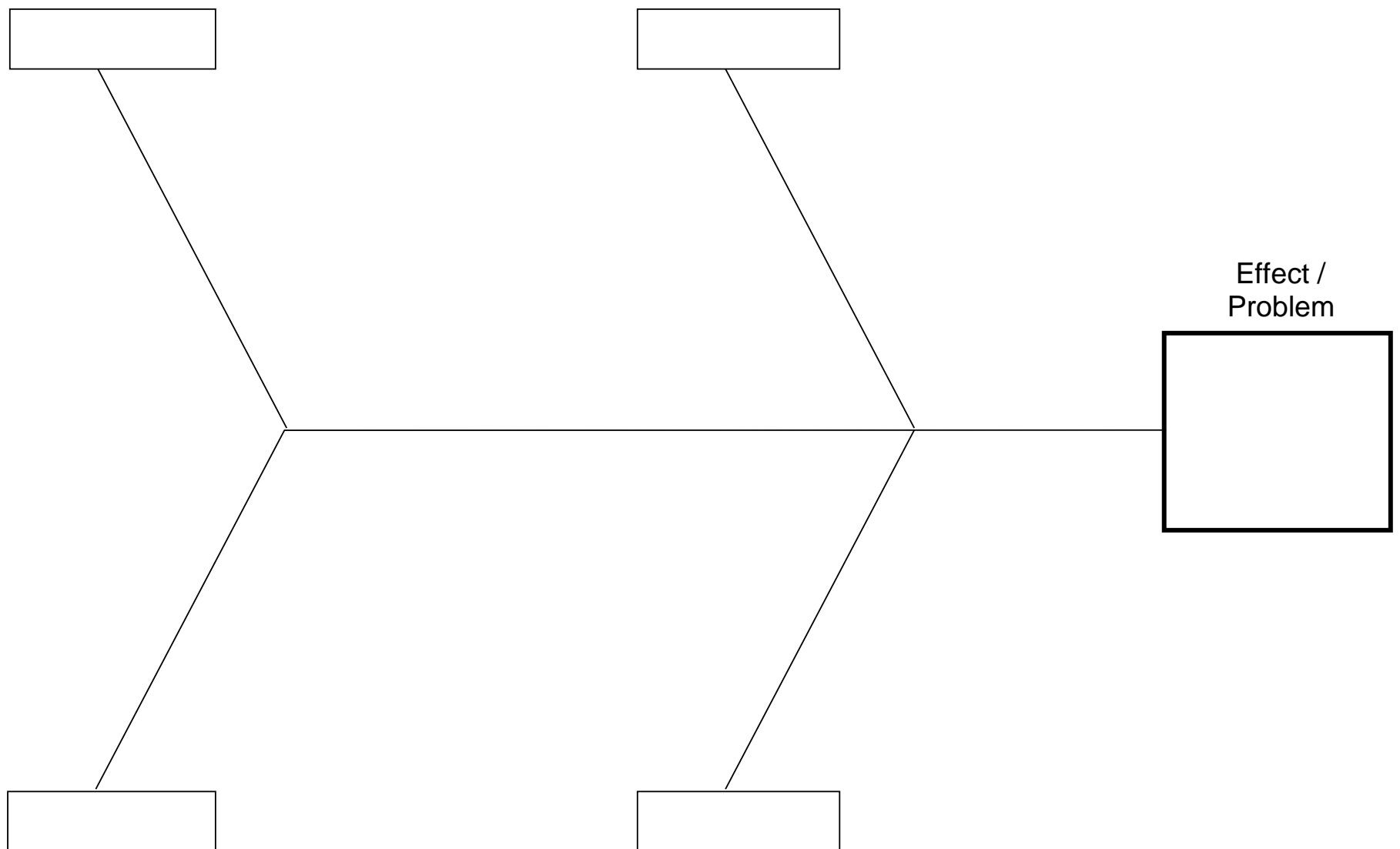
When all ideas have been exhausted: ▪ **Review:** delete any ideas that are solutions not causes, link any ideas essentially the same ▪ **Verify** that causes are real ▪ **Prioritise** and record the three most likely causes in the following table for 5 Why Analysis.   **Please turn over**

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Complete a 5 Why Analysis for the three most likely causes.

Cause 1:		Cause 2:		Cause 3:	
Why?	**Reason/s**	**Why?**	**Reason/s**	**Why?**	**Reason/s**
1.		1.		1.	
2.		2.		2.	
3.		3.		3.	
4.		4.		4.	
5.		5.		5.	
ACTION: How can the Root Cause be eliminated?		**ACTION: How can the Root Cause be eliminated?**		**ACTION: How can the Root Cause be eliminated?**	

Step 4. Implement Corrective Action:

Create an action plan and assign responsibility to fix the identified root cause/s.

ROOT CAUSE ANALYSIS – ACTION PLAN					
Date Raised	**Issue**	**Action to Take**	**Who**	**By When**	**Done? (tick)**

Step 5: Confirm Effectiveness and Step 6: Standardise the Corrective Action

Ensure that any possible actions have been taken to confirm and monitor the effectiveness of the solution and to sustain the improvement by standardising the corrective action/s.

CHECK	**Y / N**
Have systems and/or data collection methods been put in place to measure effectiveness?	
Have new procedures and/or standards been developed?	
Have staff been trained according to new procedures and/or standards?	
Have the results been communicated to everyone affected?	
Can this solution be applied elsewhere in the organisation?	