



06



COMMUNICATE ACTIONS

Convey RCA findings and corrective actions to stakeholders to ensure root causes are addressed.

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ROOT CAUSE ANALYSIS PROCESS STEPS

A systematic approach to uncover the true causes and drive lasting improvement.



01

IDENTIFY EVENTS

Identify undesirable events in the facility using human and digital data.



02

PRIORITIZE EVENTS

Identify the chronic events that account for 80% of the losses within the facility.



03

BUILD TEAM

Establish a cross functional team and appoint an unbiased RCA Facilitator.



04

COLLECT DATA

Gather data within the facility to validate the hypotheses put forth by the team.



05

ANALYZE

Leverage a logic tree approach that will guide the team in assessing root cause hypotheses and utilize data to validate each hypothesis.



06

COMMUNICATE ACTIONS

Convey RCA findings and corrective actions to stakeholders to ensure root causes are addressed.



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Practical Reliability Solutions



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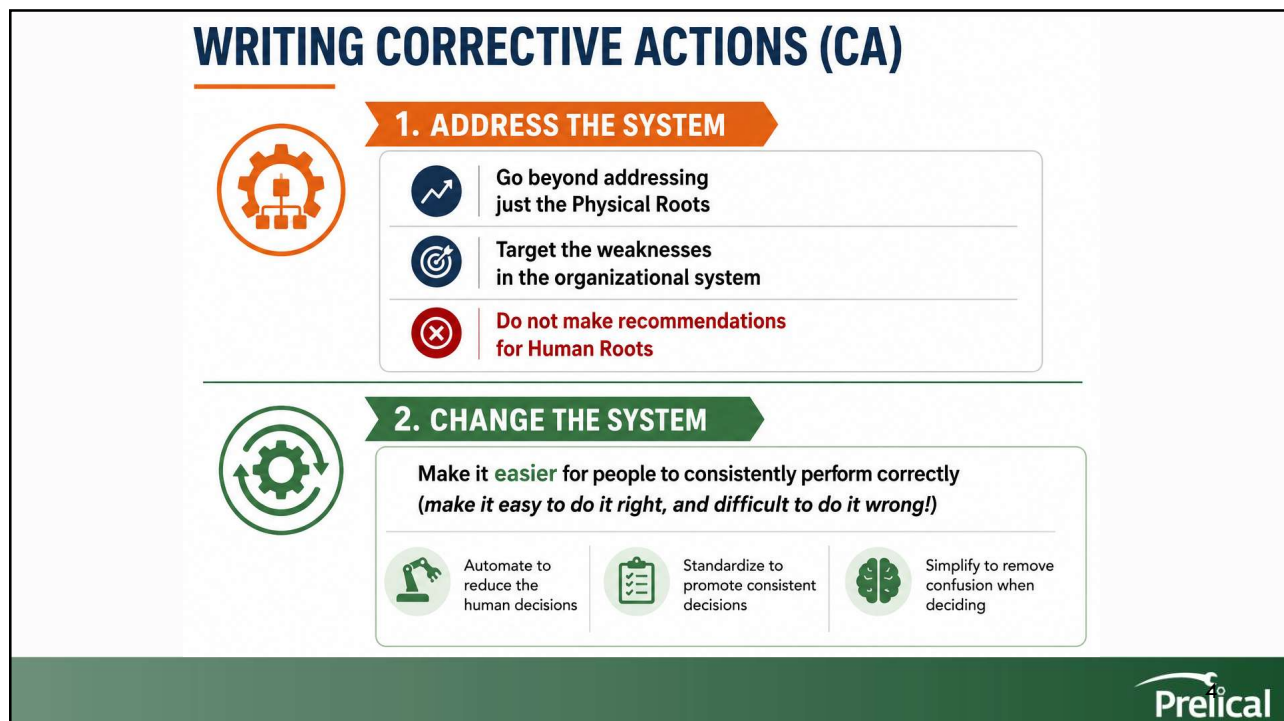
**Better Analysis.
Stronger Reliability.**

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RCA Corrective Action Listing

Identified Root Cause	P, H, or L*	Suggested Corrective Actions	Resp	Due Date	Completion Date

*P = Physical H = Human L = Latent/Systemic

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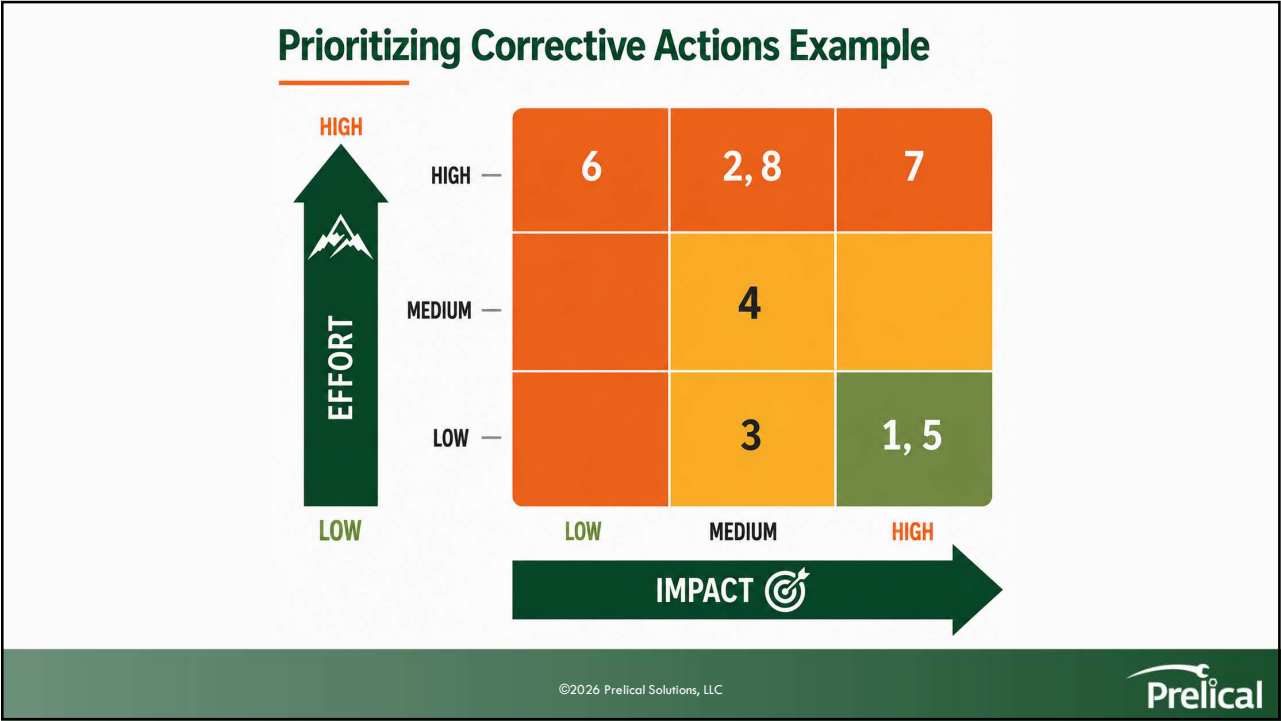
Prioritizing Corrective Actions

Proposed Corrective Actions	Impact	Effort
1 Implement Training for Millwrights	5	1
2 Develop New Incentive Program for Corporate Purchasing Group	3	5
3 Develop Electronic Inspection Forms for Operator Rounds	3	1
4 Define Balance Standards	3	3
5 Add New Assets to Condition Monitoring Schedules	5	1
6 Add New Equipment to CMMS	1	5
7 Perform Precision Alignment on Like Equipment During Next Outage	5	5
8 Perform Scheduled PMs on Overtime if Emergencies Prevent During Shift	3	5

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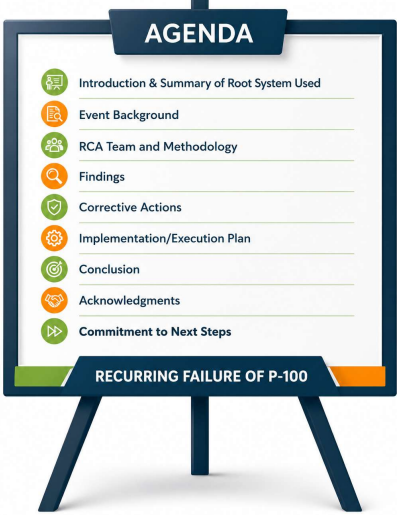
PRESENTATION READINESS CHECKLIST

 Where will your audience be sitting? <input style="margin-left: 10px;" type="checkbox"/>	 Where are the electrical outlets and are outlet bars available? <input style="margin-left: 10px;" type="checkbox"/>
 How many sets of handout materials will you need (i.e. – verification log)? <input style="margin-left: 10px;" type="checkbox"/>	 Will you need an extension cord? <input style="margin-left: 10px;" type="checkbox"/>
 What audio/visual technologies will be available to you (i.e. – is internet available and with a strong signal)? <input style="margin-left: 10px;" type="checkbox"/>	 Will everyone be able to see the screen? <input style="margin-left: 10px;" type="checkbox"/>
 Is your laptop compatible with the LCD projector/TV provided (e.g. –HDMI cables)? <input style="margin-left: 10px;" type="checkbox"/>	 Do you want certain people to sit in certain seats for political purposes? <input style="margin-left: 10px;" type="checkbox"/>
 Will your laptop project satisfactorily with their LCD projector/TV (if applicable)? <input style="margin-left: 10px;" type="checkbox"/>	 Be proactive, Be prepared!! <input style="margin-left: 10px;" type="checkbox"/>
 Can you set up in the room 30 minutes earlier, to test equipment/prepare materials? <input style="margin-left: 10px;" type="checkbox"/>	

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RCA Presentation Agenda



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RCA QUALITY ASSESSMENT TOOL

LEADERSHIP RCA EVALUATION CHECKLIST

EVALUATION CRITERIA		YES	NO
1	Does the analysis have an adequate data collection strategy?	☐	☐
2	Are evidentiary documents linked to support ALL hypotheses?	☐	☐
3	Does the analysis have a cross-section of team members?	☐	☐
4	Were the stated Event and Modes factual?	☐	☐
5	Are the modes factual statements of the problem's manifestation?	☐	☐
6	Was the "How Can" questioning used to generate hypotheses down to the physical roots (PR)?	☐	☐
7	Was the "Why" questioning used to understand why decisions were made at the human roots (HR)?	☐	☐
8	Were SME's* used outside of the core team to validate hypotheses if needed	☐	☐
9	Was at least one physical root (PR) identified?	☐	☐
10	Was at least one human root (HR) identified?	☐	☐
11	Was at least one latent or systemic root identified?	☐	☐
12	Are sound corrective actions made for eliminating root causes?	☐	☐
13	Are 'metrics to track' established for each corrective action?	☐	☐
14	Is an ROI estimated for each corrective action and the analysis as a whole?	☐	☐
15	Are corrective actions tracked for an adequate period to gauge their effectiveness on the bottom-line?	☐	☐
16	Am I comfortable others may rely on this RCA in the database, as being comprehensive and accurate?	☐	☐
17	Was the time spent to complete the analysis in line with the severity of the event impact?	☐	☐
18	Were the principles of HOP* incorporated into the RCA (if applicable)?	☐	☐

*SME = Subject Matter Expert

*HOP = Human & Organizational Performance

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Force Field Analysis

ID	Driver Description	Drivers	Restrainer Description	Restrainers
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Do YOU Have 'The Knack' For RCFA?



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