

What is Root Cause?

Root Cause is the process of identifying the contributing factors for the underlying variations in performance associated with adverse events or close calls.

Levels of Causes:

- Physical Cause
- System Cause

Significance of Root Cause Analysis *RCA*:

- Prevent problems from recurring
- Reduce possible injury/death to the end users
- Reduce rework and scrap
- Promote happy customers and stockholders
- Reduce cost and save money

Useful Tools for *RCA*:

- Pareto Analysis
- Brainstorming
- Flow Charts or Process Mapping
- Cause and Effect Diagram
- Benchmarking