

ROOT CAUSE

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

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