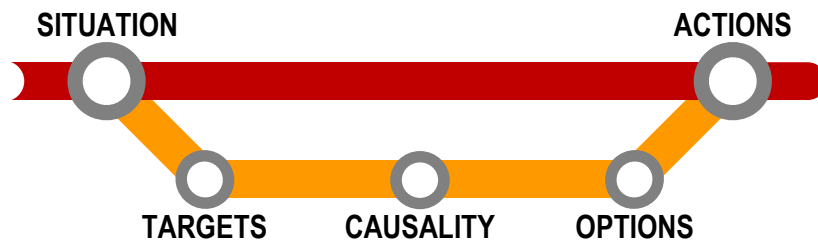


# to-the-point ROOT CAUSE ANALYSIS



## 1. SITUATION

### What is the background and current situation?

- Establish the business context and importance of the issue.
- Describe what is currently known about the issue, number of occurrences, and the consequences in form of for example wasted man-hours or money (the risk).
- If the risk is relatively low then think beyond the fix and continue to **5. ACTIONS**.
- Otherwise, proceed to **2. TARGETS** because a root cause analysis is needed.

## 2. TARGETS

### What do we want to achieve?

- Identify desired outcome in form of specific targets.
- The targets could be related to safety, resources, cost, reputation, etc.

## 3. CAUSALITY

### What are the causal relationships?

- Analyze the underlying causes by applying a technique that you are comfortable with.
- Apply simple techniques like e.g. 5-whys or Fishbone, or more sophisticated methods.
- Apply basic troubleshooting techniques if needed to find unknown cause(s).
- Look for both action and conditional causes.

## 4. OPTIONS

### What are our options?

- List potential countermeasures quickly and without discussion.
- Decide on cost-effective countermeasures to reach the targets.
- Countermeasures should include both preventive and contingent actions.

## 5. ACTIONS

### What do we do?

- Plan and perform long-term (permanent) corrective actions.
- Who do what by when to reach the targets.
- Follow-up.