

# Root Cause Analysis Problem Solving (Instructional Example)



<b>1. Theme</b>
Clearly and precisely indicate the problem. What are the symptoms? Where, when, how often does this happen?
<b>2. Background</b>
Give a description of the problem, and how it came to be the theme of this root cause analysis. Why is this important to be solved?
<b>3. Current Conditions</b>
Use existing data to explain the current situation of the problem. Facts only, no assumptions. What is the importance to the customer (internal or external)? What is the cost of poor quality? Have any actions been taken to protect the customers interest (interim actions to "stop the bleeding")?
<b>4. Goals and Targets</b>
What are your goals of this problem solving activity, and why are they set where they are?
<b>5. Analysis</b>
Below is an example of asking "why" until reaching the root cause of a problem. My car stalled. Why? Ran out of gas. Why? I had no money for gas. Why? Lost it at poker. Why? I have a poor poker face. - ROOT CAUSE OF THE CAR STALLING

<b>Team</b>	<b>Start Date/ Targeted Completion Date</b>
Members involved in the problem solving activity	
<b>6. Proposed Countermeasures</b>	
<b>Temporary Countermeasures:</b> List of temporary countermeasures	
<b>Permanent Countermeasures:</b> List of temporary countermeasures	
<b>Cost of Implementation:</b> Identify the cost to implement these countermeasures	
<b>Expected Benefits:</b> Identify the expected cost, quality, lead time benefits	
<b>8. Plan</b>	
Provide, with dates, a plan to get this project started and implemented. Also provide ways in which you plan to sustain the progress of this project. Who is doing what, and by when?	
<b>9. Follow Up</b>	
Provide the results of this project, and whether or not further action is required.	