

Introduction

Problem solving is finding the root cause of a problem and preventing it from ever happening again. Problem solving is not putting a Band-Aid on the problem. Create a work instruction to use when you have to perform a root cause analysis. If you have an instruction, all of the elements will be completed the same way each time. Root Cause Analysis involves:

- Defining the problem in descriptive or quantifiable terms
- Determining the root cause condition(s)
- Verifying the Root Cause

<http://www.qualitymag.com/articles/92778-getting-to-the-root-cause>

The basic elements of RCA

The basic elements of RCA may include the following. However, this list is just a starting point.

Materials

- Defective raw material
- Wrong type of material for the job
- Lack of raw material

Machine / Equipment

- Incorrect tool selection
- Poor maintenance or design
- Poor equipment or tool placement
- Defective equipment or tool

Environment

- Orderly workplace
- Job design or layout of work
- Surfaces poorly maintained
- Physical demands of the task
- Forces of nature

Management

- None or poor management involvement
- Not paying attention to the task
- Task hazards not guarded properly
- Other (horseplay, inattention....)
- Stress demands
- Lack of Process

Methods

- Practices are not the same as written procedures
- Poor communication

Management system

- Training or education lacking
- Poor employee involvement
- Poor recognition of hazard
- Previously identified hazards were not eliminated

Root Cause Analysis Workflow

