

Root Cause Analysis

A key element to Problem solving is writing an effective Problem Statement. Before creating a problem statement, the issue should meet a certain criteria:



- ❖ Does the issue meet the criteria for starting the Root Cause Analysis process?
 - o Business or Customer Impact
 - o Cost Impact
 - o Return on Investment of resources
- ❖ Subject Matter Experts have been identified from various functions to form a team.
- ❖ Champion and Sponsor of the team are identified.

The needs to be chartered and the Problem statement will be the focus.

- ❖ What defect or failure has been identified? (quality, customer service, cost, downtime, lost performance)
- ❖ Who discovered the problem?
- ❖ Who are the Key share holders of the problem?
- ❖ Where does problem occur?
- ❖ When does the problem occur?
- ❖ How does the problem occur?

Finally, the problem statement needs to be simple in stating the facts and should not provide any potential solutions or opinions.