

## Step 3 – Root Cause Analysis Models – Part One Action Planning Checklist

Consider the root cause analysis systems used at your organization:

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1. In the case of a recent failure, describe how you were able to follow the steps of Root Cause Analysis. (Step 1 – Notification, Step 2 – Clarification/Classification)

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2. Which of these models have been used to investigate a failure at your organization? If it's not a task you've participated in, ask your supervisor or other leader.
  - a. 5 Whys
  - b. Design and Application Review
  - c. Ishikawa (Fishbone)

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3. Think of 3 failures you've encountered that would be suited to each of the 3 models. Why did you choose that model for that failure?
  - a. 5 Whys: Good, everyday problem solving
  - b. Design and Application Review: Used to evaluate applications, maintenance and operating practices
  - c. Ishikawa (Fishbone): Examines failures from the perspective of contributing factors such as: methods, men, materials, machines

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4. Ask to participate on a failure investigation team. Apply what you've learned about Target Conditions, Notifications, Clarification/Classification. Then, choose one of the 3 models and apply it to this failure.
  - a. How did applying a systematic investigation process help?
  - b. What made you choose the model you did for the type of failure?
  - c. What benefits did you discover by using the RCA method versus using no system at all?