

## RCA Program Checklist

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### **A. Preparing for an internal RCA program**

1. present (or reinforce) the value of Continuous Improvement (CI) to supervisors and other leaders – create a cross-functional RCA Steering Committee if desired
2. introduce the 6-Step RCA process to supervisors, managers and other technical positions to promote why and how it's used, typical applications and expected outcomes
3. establish notification triggers
4. draft a RASI for RCA or CI projects (who will be responsible, accountable, consulted, informed as a project progresses)
5. solicit volunteers from multiple functional areas to participate on the launch team
6. conduct informational sessions/training for everyone involved on the 6-Step model and A3 Results Reporting

### **B. Launching the New Program**

1. identify an event that triggers a root cause analysis, or a recurring failure to address
2. implement necessary interim measures to prevent further issues
3. establish the Target Condition and Outcome Performance (standards)
4. identify metrics to measure the failure and the corrective actions
5. discuss the stages for which the A3 will be completed (proposal stage, status reporting, final reporting)
6. follow Step One – Notification (what triggers have been activated)
7. follow Step Two – Clarification/Classification (identify failure mode(s))
8. follow Step Three – Root Cause Analysis (apply chosen model)
9. follow Step Four – Corrective Action (recommend and evaluate countermeasure options)
10. follow Step Five – Verification (implement countermeasures and verify the problem has been eliminated using established metrics; repeat Step Two or Step Three as needed)
11. follow Step Six – Documentation (confirm all relevant records, evidence, reports, statements, activities, results have been documented in a retrievable and efficient manner)
12. assemble the RCA team to discuss lessons learned and 'Go Forward' plan
13. execute the communication plan to share findings with the organization-at-large

### **C. Maintaining the Program**

1. review the initial settings for notification and standards for continued accuracy
2. determine a procedure for maintaining and accessing RCA records
3. conduct informational RCA-process training for all employees – define the protocol to train new team members
4. create a reliable vehicle for communicating RCA results from each project to the organization-at-large
5. define a practical procedure to verify ongoing failure elimination – include determining a ‘closing date’ to terminate future evaluation
6. consider how to use RCA-team membership as a development opportunity