

START YOUR JOURNEY WITH ROOT CAUSE ANALYSIS

CELEBRATING
WORLD QUALITY
MONTH
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ON A QUEST TO SOLVE A PROBLEM? GET TO THE ROOT OF IT WITH ROOT CAUSE ANALYSIS!

Root Cause Analysis (RCA) is a systematic process used to identify the underlying causes of problems or nonconformities in order to find solutions. The goal is to prevent the recurrence of the issue by addressing its root cause rather than just treating the symptoms.

RCA is an integral part of continuous improvement efforts and is widely used in various industries to enhance quality and efficiency.

HOW TO CONDUCT ROOT CAUSE ANALYSIS

- 1. Describe the Problem:** Clearly define the problem, its impact, and desired outcomes.
Tools: Problem Statement, SIPOC Diagram.
- 2. Collect and Analyze the Data:** Gather relevant data and analyze it to understand the problem
Tools: Data Collection Sheets, Pareto Charts, Histograms.
- 3. Identify Possible Causes:** Brainstorm all potential causes of the problem.
Tools: Fishbone Diagram (Ishikawa), 5 Whys Analysis.
- 4. Evaluate and Prioritize Causes:** Assess and rank the identified causes to find the root cause.
Tools: Cause and Effect Matrix, Failure Mode and Effects Analysis (FMEA).
- 5. Develop and Implement Corrective Actions:** Create and execute action plans to address the root cause
Tools: Action Plans, PDCA (Plan-Do-Check-Act) Cycle

GET TO THE ROOT OF THE PROBLEM



5 WAYS TO LEARN MORE!

1. [Learn the basics with this LAQ overview of RCA](#) and the tools used in each step of the methodology.
2. Watch this short ASQTV video to learn [5 Approaches to RCA](#).
3. Download the classic article, [“The Art of RCA,”](#) to learn how to ask the right questions using a 5 Whys Analysis
4. Go deeper with this e-book mega-sampler of [RCA: The Core of Problem Solving](#) which includes case study examples.
5. Use this free checklist to try an advanced approach to [RCA using the Bayes’ Theorem](#).

ASQ also offers a very popular interactive, self-paced e-learning course, [“Root Cause Analysis”](#) that steps you through the process, working the tools using real-world examples! Or, if you’re more of an in-person learner, our [live-virtual](#) or [face-to-face](#) courses.

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