

Root Cause Analysis (RCA)

In Root Cause Analysis, like in the 5 Whys, we will ask the same simple question repeatedly.

Though it may be a simple question, we often are required to dissect the answer a number of times to actually determine the root cause. In many instances there is more than one root cause.

You need to determine the root cause of an event in order to prevent recurrence. We often tackle process changes without truly understanding the root cause only to find that the same problem continues to occur.

This may be achieved through use of various tools, but methods remain consistent in asking the primary question. Methods often include basic brainstorming for causal factors that are then grouped, prioritized and backfilled into the tool of choice.

The Ishikawa or fishbone diagram can be used to group like causes.