Root Cause Analysis (RCA)

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The Root Cause(s) is the reason why the hazard/issue/deficiency continues to exist.

A Root Cause is what drives corrective/mitigation actions/resources/time in order to lower risk/increase efficiency/reduce waste

Root Cause Analysis (RCA)

Root Cause(s) should be:

- Clear
- Specific
- Actionable
- The one most suitable to be changed/modified/eliminated
- Realistic

Root Cause Analysis (RCA) Methods

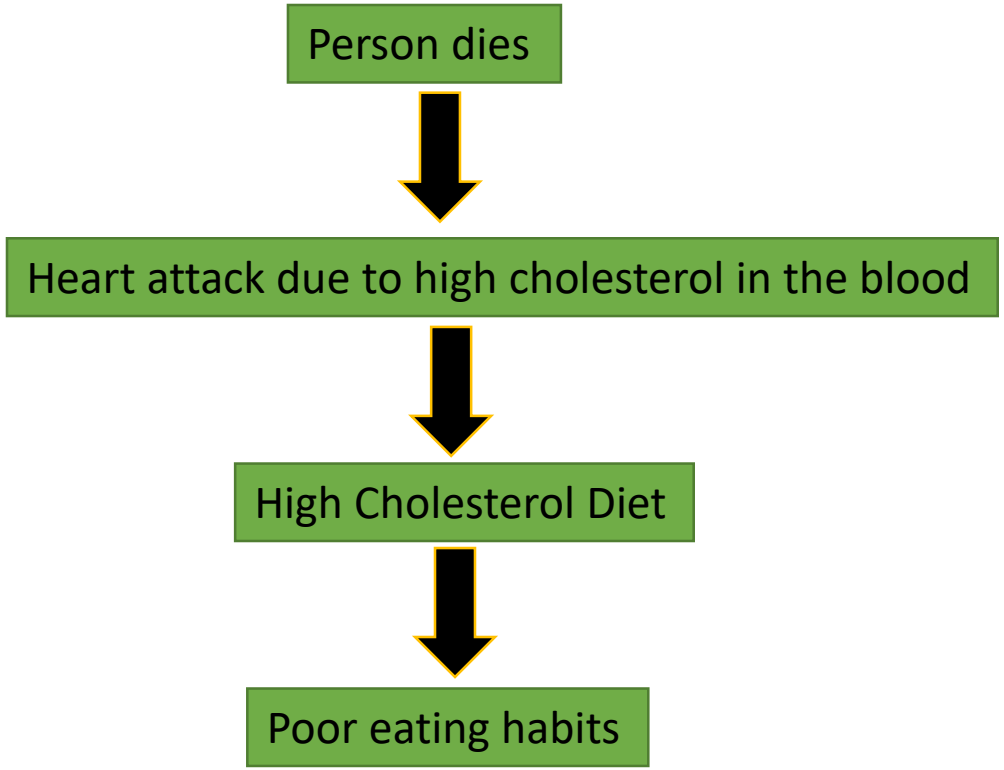
Two common methods for RCA are:

- Five Whys
- Fishbone Diagram

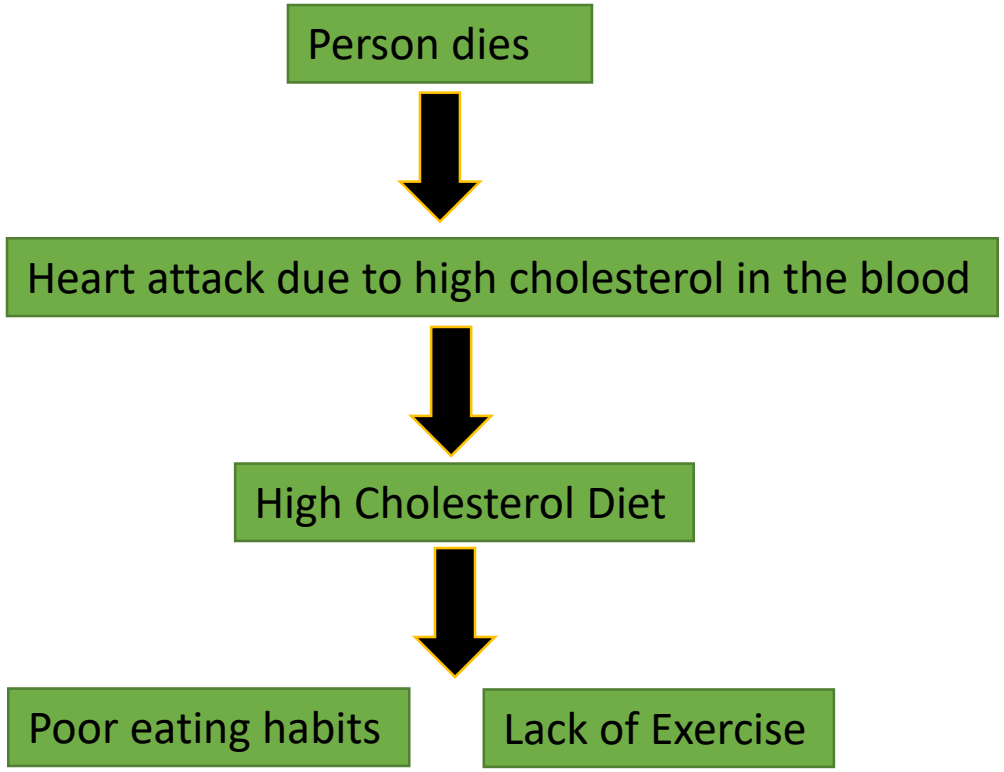
5 Whys

Death due to heart failure

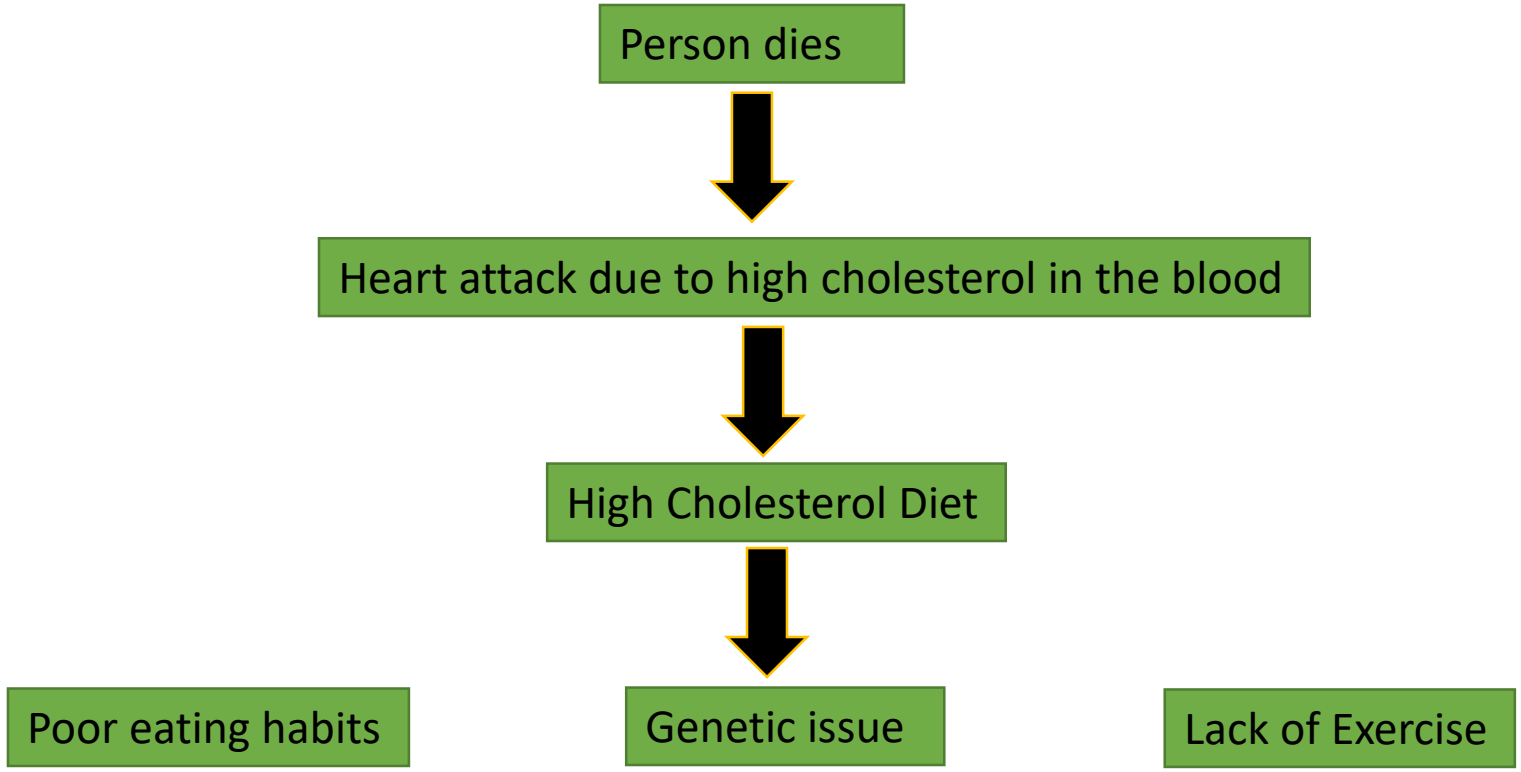
Why?


Person dies
Heart attack due to high cholesterol in the blood
High Cholesterol Diet
Poor eating habits

Why?


Person dies
Heart attack due to high cholesterol in the blood
High Cholesterol Diet
Poor eating habits
Lack of Exercise

Why?


Person dies
Heart attack due to high cholesterol in the blood
High Cholesterol Diet
Poor eating habits
Genetic issue
Lack of Exercise

Group Exercise

Pizza was delivered cold

Baggage left at the airport

29

- One bag-cart full of bags not loaded onto the aircraft

Why

- Loader unaware of bags in the bag-cart

Why

- Forgot to check for bags

Why

- No visual cue to remind loader of bags, bag-cart curtains closed

Why

- Procedures require curtains to be closed during transport, no procedure requiring curtains to be opened

RC

- Less than adequate procedures are in place to ensure bag-carts are empty; the closed curtains prevented visual cues that bags were in the cart(s)

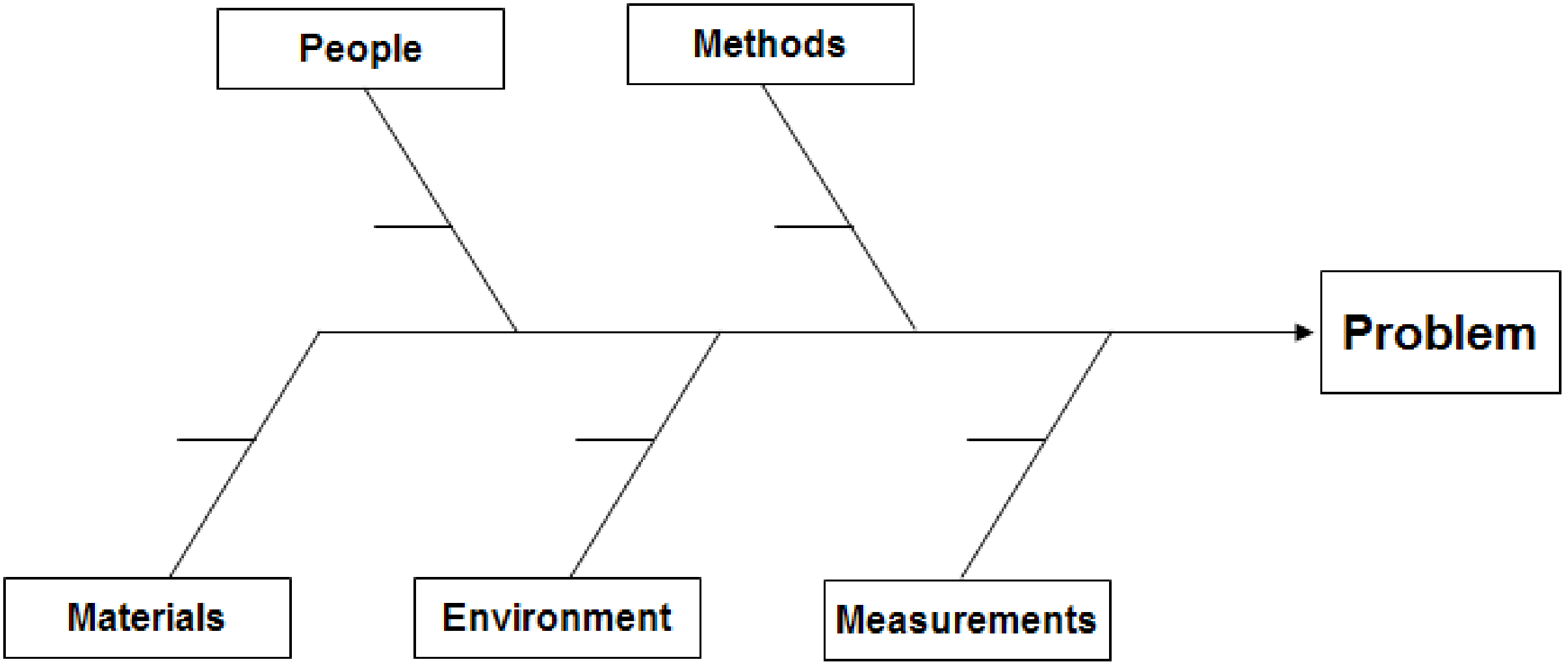
CAP

- **Procedural change:** Closed curtains on a bag-cart denote “bags” are in the cart; open curtains denote an empty cart; prior to carts leaving a departing aircraft all bag-cart curtains must be open.

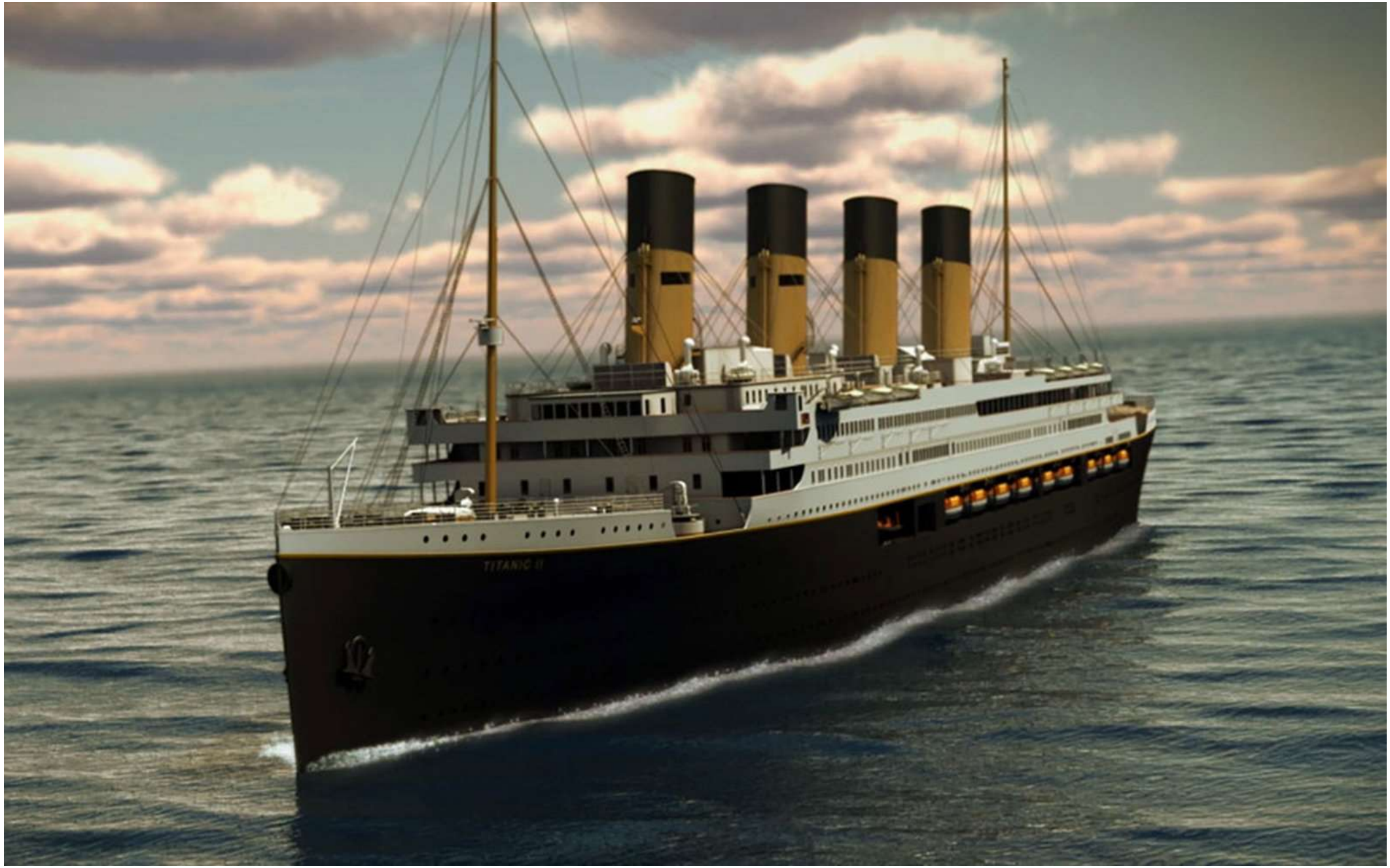
Group Exercise

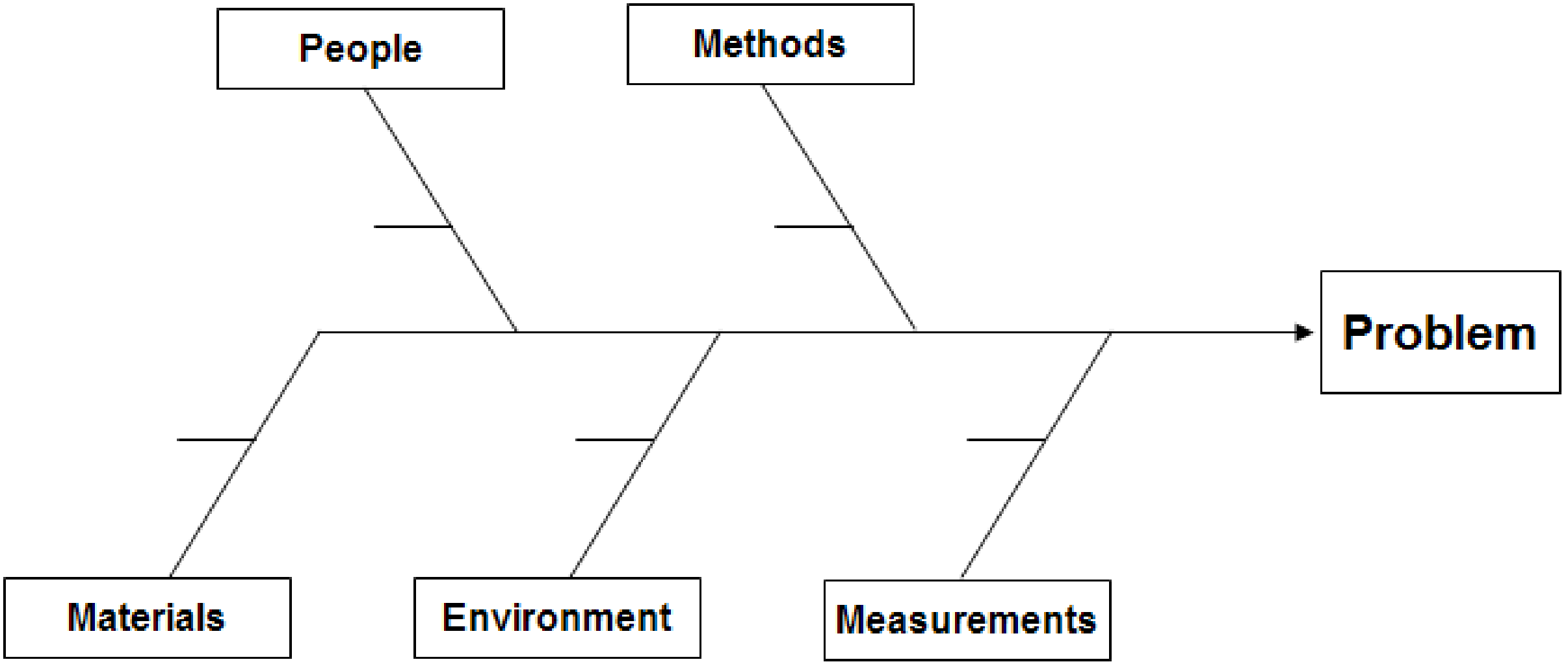
Late to work

Fishbone Diagram


People
Methods
Problem
Materials
Environment
Measurements

Titanic Sank and people died


TITANIC II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Questions