ROOT CAUSE ANALYSIS

Problem, containment, fishbone, 5 whys, root cause, corrective actions and an effectiveness check.

RCA no.	Date opened	Raised from	Reference
Product or process	Team lead	Team	Target close

Problem statement: what, where, when, how many, how found

Containment: protect the customer now

No.	Containment action	Owner	Date	Status

People	Method	Machine
Cause	Cause	Cause
Cause	Cause	Cause

Material	Measurement	Environment
Cause	Cause	Cause
Cause	Cause	Cause

5 whys: follow the most likely cause from the fishbone

Why	Why did it happen?	Because	Evidence

Root cause(s)

Corrective and preventive actions

No.	Action	Type	Owner	Due	Status

Effectiveness check: did it work?

Prepared by	Process owner	Quality manager	Closed by (date)