

# 8 TIPS

## TO OVERCOME BARRIERS & IMPLEMENT LASTING SOLUTIONS IN YOUR ROOT CAUSE ANALYSIS PROGRAM

Why can it be difficult for companies to get RCA solutions implemented?

There are a number of common barriers that have the potential to stop a solution in its tracks.

Here are a few of those barriers and tips to overcome them.

### BARRIER:

### HOW TO OVERCOME:

01

The right stakeholders have not been involved from the onset of the study.

The stakeholders need to be taken through the journey of the RCA to fully understand the need for the proposed solutions.

02

The stakeholders have not been sold the cost-benefit case.

Walk all stakeholders through the cost-benefit case, making sure to help them see how proposed solutions fit into the bigger picture. Establish an iron-clad tracking system that includes stakeholders at the highest levels, then follow up to verify the action items are completed and report on the benefit gained.

03

The solutions negatively affect others.

If your solutions are adversely affecting others then you may need to re-evaluate your solution criteria. Make sure to share the output of the RCA with all affected parties so they can either get on board with your solution or suggest new ones. If a solution is not within your control, you are set up for failure. Fix this by involving all affected parties prior to implementing a solution.

04

The solution has been passed to another department to progress.

Ownership of the solution needs to stay with the original team, specifically an SPA (single point accountable) team member. Departments who have not been involved in the RCA process will not be as dedicated to the solution.

05

Ownership of the RCA is not clear.

Clearly establish who will manage stakeholders and participants. Don't run the process without first getting buy-in from management as well as stakeholders.

06

The process for managing solutions is not clearly defined or not followed.

All of the processes in the world will not be useful if there is no discipline to follow them. Establish a solution tracking system and ensure it is rigorously followed for at least three years to embed it and avoid reverting to old, ineffective practices.

07

The solutions have not been specific enough.

During the creative solutions phase of the root cause analysis the facilitator may have allowed ambiguous or poorly defined causes and solutions to be raised. Have your RCA champion review solutions for ambiguous words such as: review, re-read, re-instruct (almost anything with "re" in it), gather, contact, validate, council with, talk with, observe, verify, survey, etc. If these appear send back for adjustment.

08

The solutions have been lost in a pile of other urgent/breakdown work.

If the solutions are handed over to the breakdown team to implement then their priorities are going to interfere with the completion. Ensure there is an iron clad tracking mechanism reviewed at the highest levels. This should include escalation of the solution the longer overdue it is.

Use these tips to be sure that your solutions are properly implemented.

If you face additional obstacles ARMS Reliability is standing by, ready to offer our proven services, software, and support.

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