

HOW TO EMBED YOUR ROOT CAUSE ANALYSIS

PROGRAM INTO YOUR ORGANIZATION

Problems are like weeds. The only bits that you notice are the bits above ground. However, no matter how many times you chop off the top **(the symptom)**, it always returns.

The only way to stop the weed from returning is to get rid of the roots.

A good gardener knows this and spends time removing the roots **(the causes)**.

Luckily, in **root cause analysis** we have a method of identifying which roots to remove so it does not become such an onerous task.



To do this successfully on a consistent basis, the practice of root cause analysis needs to be embedded into your organization.

Here are some ideas to make that happen.



Train your staff in root cause analysis so they can effectively eliminate problems.



Give them an environment in which they can practice and use their newfound skills on real issues.

Make sure they have the tools they need... and that they are empowered by the leadership teams.



Use tools such as shared learning slides, meetings that begin with the sharing a recent RCA "win" or success moment, and graphic display boards letting the operators know which issues have been investigated and removed.



Show any gains publicly and loudly. The root cause analysis team has to sell itself to get the support. You are all evangelists for the process.



Conduct regular root cause analysis team meetings.



Rotate new members in to bring them up to speed and spread the word.



Use standardized forms and documentation. This promotes consistent reporting and helps to eliminate storytelling and individual interpretation.

Develop a business process to ensure the best practices are documented and retained in the event of people moves.



Measure your root cause analysis results and track trends.

Identify how many times an RCA is triggered and monitor this trend to show successful elimination of recurring problems.



Calculate the cost of each problem defined and show ROI of the solutions implemented.



Remember if you don't measure it you cannot improve it. Apply incremental changes to improve.



Use a database to store RCA results so you have the ability to search for past RCA's.



Use action tracking to make sure action items and reports are generated showing any incomplete actions.

If you don't have some of these items or the RCA Framework you desire, give ARMS a call to discuss how we could help