

Root Cause Analysis Report

A Root Cause Analysis report is used to communicate the results from a Root Cause Analysis session. It documents the problem that has been investigated, the loss due to the problem, the root causes, and the actions that have been decided.

The report is made during or directly after the Root Cause Analysis meeting, and sent to the participants for completion and checking of the content. After corrections, it is sent to the orderer of the RCA with a request for a decision on actions that will be done. Preferably the action follow up meeting is arranged by the RCA session leader, to have a good handover between the session and the line and project organization.

The purpose of Root Cause Analysis (RCA) is to analyze problems to identify the main causes, and to initiate actions to prevent similar problems from occurring. RCA can be applied on any problem; often it is done on defects that were found by customers or during test, major project disturbances, or findings from earlier (CMMI, risk or other) assessments.

Report Chapters

Summary

State the problem that happened, the loss that was incurred, main conclusion from the Root Cause Analysis, and the actions that have been decided upon to prevent similar problems in the future.

Investigation Details

Information about the Root Cause Analysis meeting that has been held:

- When and where held
- Who participated, in which role
- Any input used in the meeting (problem descriptions, reports, etc)
- Other information relevant for the Root Cause Analysis

Problem Summary

Describe the problem that was investigated. Provide information about the significance of the problem, how often it occurred, and which customers were involved.

Loss Due to the Problem

Describe how much it has cost to find the problem, solve it, and (re)test and release the solution for the problem to the customer(s). Also include an estimate of the loss suffered by customers, e.g. hours spend, loss of sales. If applicable state litigation costs, loss of market share or any other losses incurred due to the problem or extra costs for damage control.

Problem Analysis

Include the Root Cause Analysis diagram that shows the root causes that have been derived from analyzing the problem.

Actions

Document all agreed upon actions:

Action	Who?	When?



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