BRCGS

Campden BRI
food and drink innovation

Root Cause *Analysis*

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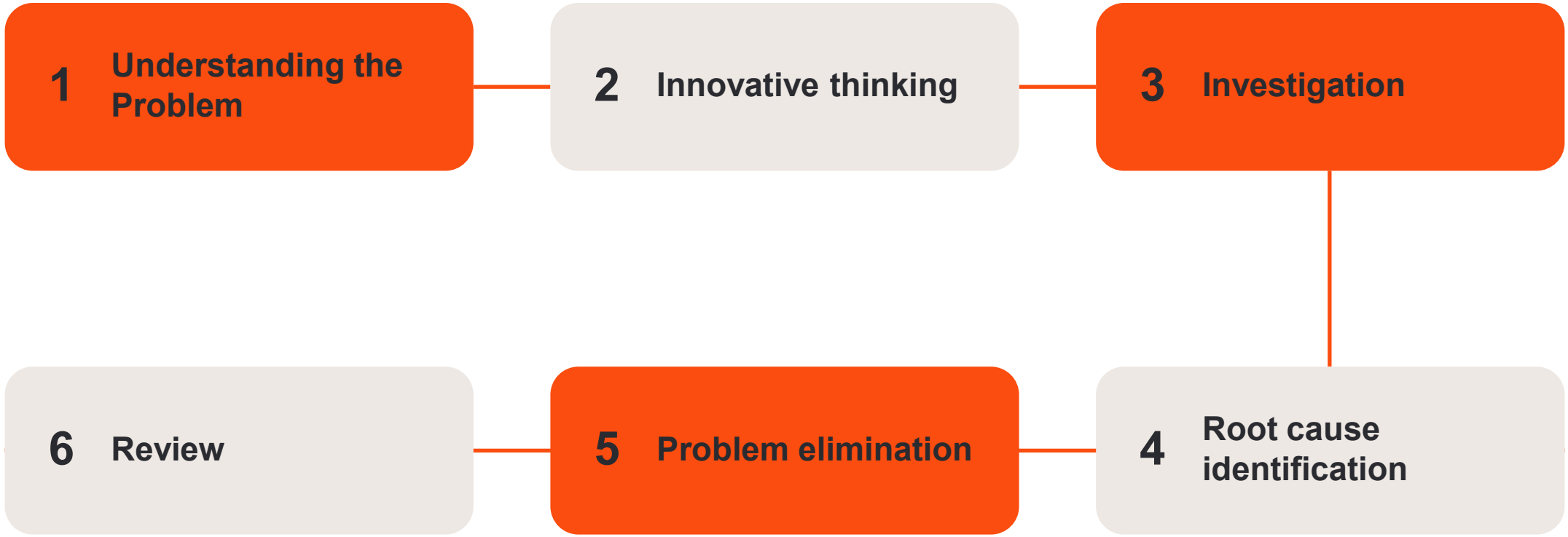
What is *Root Cause Analysis* ?

"A collective term used to describe a wide range of approaches, tools and techniques used to uncover the causes of problems."

Anderson and Fagerhaug - Root Cause Analysis ASQ 2006

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Problem Solving *Process*



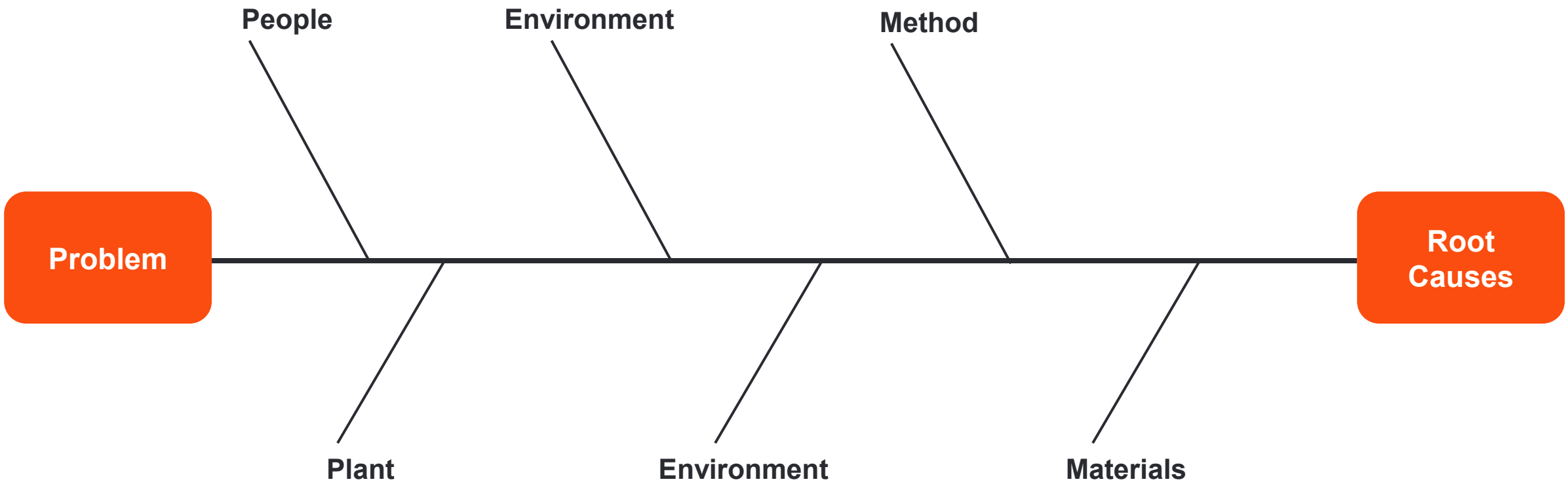
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Approaches, Tools and *Techniques*

1. Team selection
2. Define the issue / scope / top event
3. Thought shower / data gathering / brainstorming
4. Ishikawa / fishbone / PEM-PEM
5. Five Whys (NOT 5!)
6. Six Thinking Hats
7. Bowtie / mind mapping

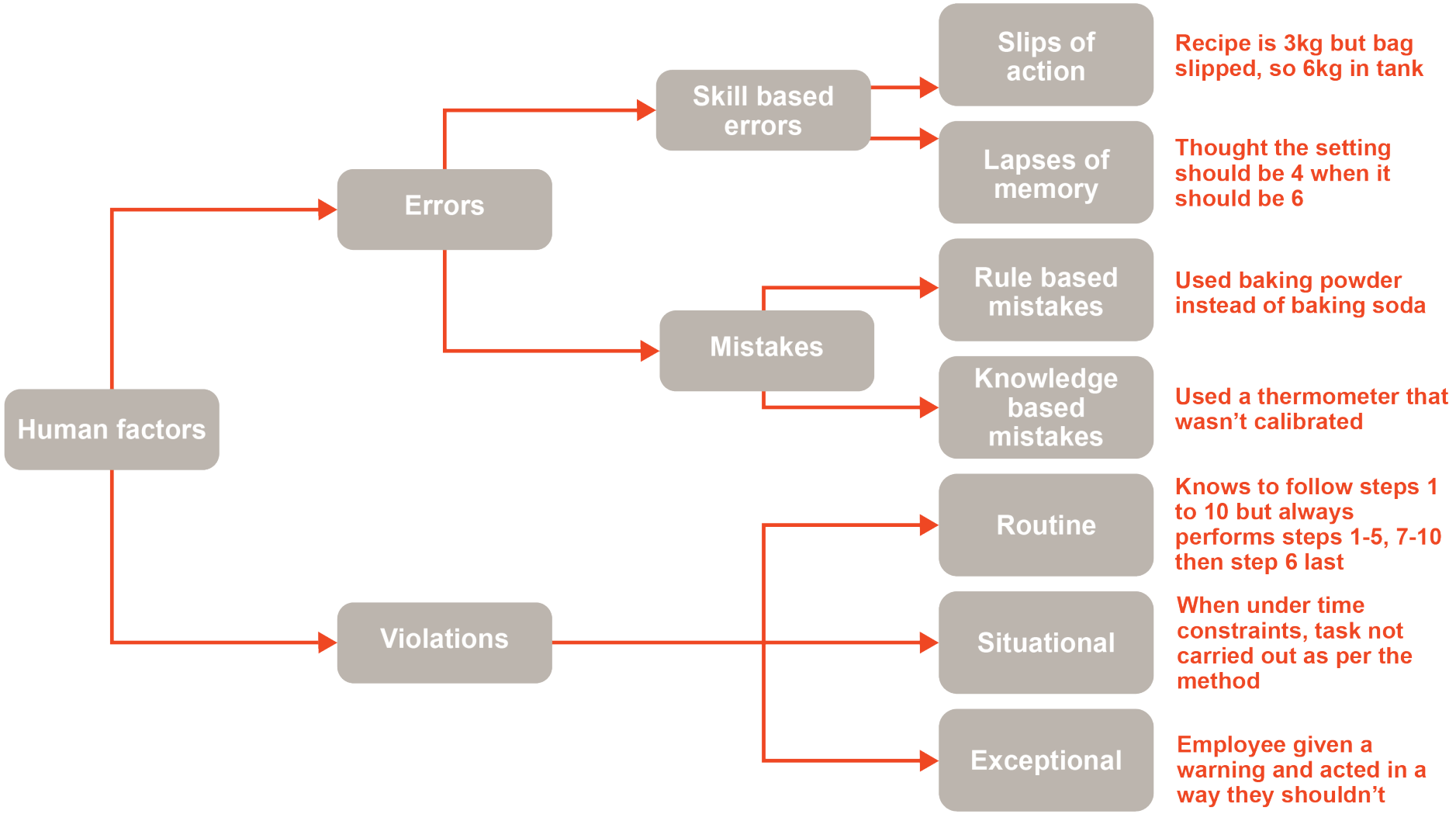
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Ishikawa / Fish Bone / *PEM-PEM*



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People – Investigation *Considerations*



HSE (1999) Reducing error and influencing behaviour. HSG48. Health and Safety Executive/TSO.

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People: *Culture*

Business pressures

Resources available – tools to do the job

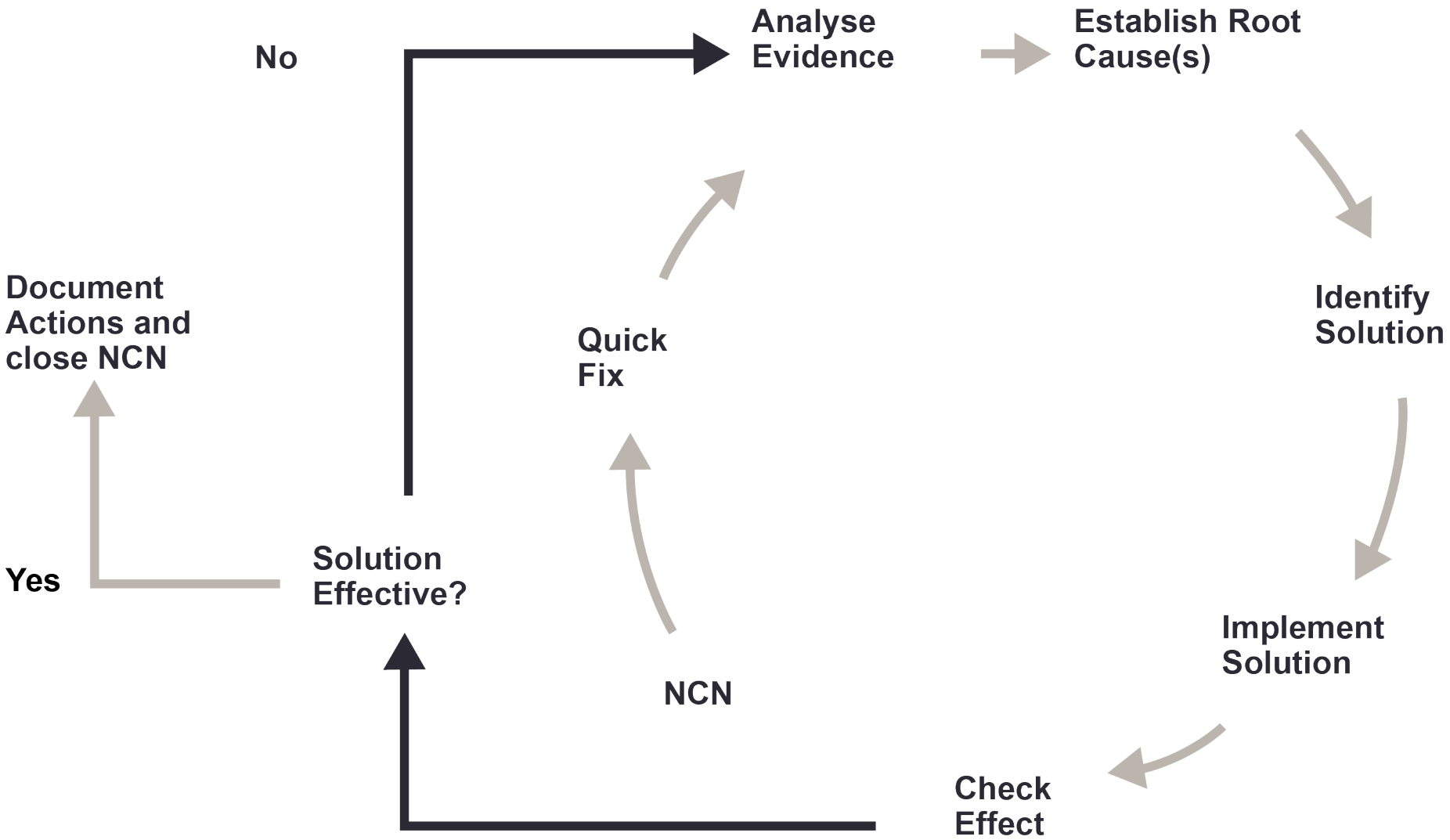
Empowerment

Support – guidance, training

Awareness

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Corrective Action Loop *(Continuous Improvement)*



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