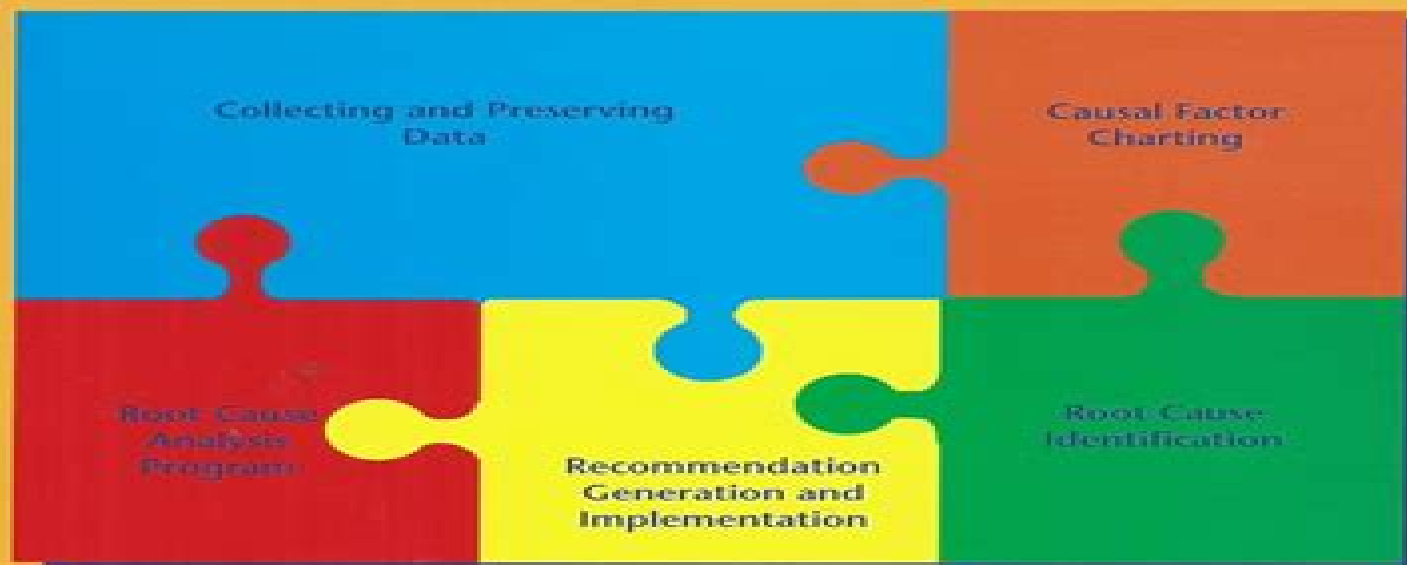




Government Institutes

Root Cause Analysis Handbook

A Guide to Effective Incident Investigation



EQE International, Inc., an ABS Group Company

Root Cause Analysis Handbook Book

Chester D. Rowe



Root Cause Analysis Handbook Book:

Root Cause Analysis Handbook ABS Consulting, Lee N. Vanden Heuvel, Donald K. Lorenzo, Laura O. Jackson, Walter E. Hanson, James J. Rooney, David A. Walker, 2014-10-01 Are you trying to improve performance but find that the same problems keep getting in the way Safety health environmental quality reliability production and security are at stake You need the long term planning that will keep the same issues from recurring Root Cause Analysis Handbook A Guide to Effective Incident Investigation is a powerful tool that gives you a detailed step by step process for learning from experience Reach for this handbook any time you need field tested advice for investigating categorizing reporting and trending and ultimately eliminating the root causes of incidents It includes step by step instructions checklists and forms for performing an analysis and enables users to effectively incorporate the methodology and apply it to a variety of situations Using the structured techniques in the Root Cause Analysis Handbook you will Understand why root causes are important Identify and define inherent problems Collect data for problem solving Analyze data for root causes Generate practical recommendations The third edition of this global classic is the most comprehensive all in one package of book downloadable resources color coded RCA map and licensed access to online resources currently available for Root Cause Analysis RCA Called by users the best resource on the subject and in a league of its own Based on globally successful proprietary methodology developed by ABS Consulting an international firm with 50 years experience in 35 countries Root Cause Analysis Handbook is widely used in corporate training programs and college courses all over the world If you are responsible for quality reliability safety and or risk management you ll want this comprehensive and practical resource at your fingertips The book has also been selected by the American Society for Quality ASQ and the Risk and Insurance Society RIMS as a must have for their members Root Cause Analysis Handbook ABS Consulting, Lee N. Vanden Heuvel, 2005 Root Cause Analysis Handbook A Guide to Effective Incident Investigation presents a proven system designed for investigating categorizing and ultimately eliminating root causes of incidents with safety health environmental quality reliability and production process impacts Defined as a tool to help investigators describe what happened to determine how it happened and to understand why it happened the Root Cause Analysis System enables businesses to generate specific concrete recommendations for preventing incident recurrences Using the factual data of the incident the system also allows quality safety and risk and reliability managers an opportunity to implement more reliable and more cost effective policies that result in major long term opportunities for improvement Such process improvements increase a business ability to recover from and prevent disasters with both financial and health and safety implications Special features include a 17 inch by 22 inch pull out Root Cause Map a powerful tool for identifying and coding root causes The book helps readers to understand why root causes are important to identify and define inherent problems to collect data for problem solving to analyze data for root causes and to generate practical recommendations This edition is a reprinting of the 199 edition ORGANIZATION OF THE ROOT CAUSE ANALYSIS

HANDBOOK The focus of this handbook is on the application of the Root Cause Map to the root cause analysis process The Root Cause Map is used in one of the later steps of the root cause analysis process to identify the underlying management systems that caused the event to occur or made the consequences of the event more severe The first five chapters of this handbook are an overview of the root cause analysis process These provide the context for use of the Root Cause Map Chapter 6 provides references Chapter 1 Introduction to Root Cause Analysis presents a basic overview of the SOURCE Seeking Out the Underlying Root Causes of Events root cause analysis process Chapter 2 Collecting and Preserving Data for Analysis outlines the types of data and data sources that are available Chapters 3 4 and 5 describe the three major steps in the root cause analysis process Chapter 3 Data Analysis Using Causal Factor Charting provides a step by step description of causal factor charting techniques Chapter 4 Root Cause Identification explains the organization and use of the Root Cause Map Chapter 5 Recommendation Generation and Implementation provides guidance on developing and implementing corrective actions The references section Chapter 6 provides additional information for those interested in learning more about specific items contained in the handbook Appendix A Root Cause Map Node Descriptions describes each segment of the Root Cause Map and presents detailed descriptions of the individual nodes on the map Appendix B is the Root Cause Map itself

Root Cause Analysis Handbook ABS Group Inc. Risk and Reliability Division, 1999 This book presents a proven system designed for investigating categorizing and ultimately eliminating root causes of incidents with safety health environmental quality reliability and production process impacts Defined as a tool to help investigators describe what happened to determine how it happened and to understand why it happened the Root Cause Analysis System enables businesses to generate specific concrete recommendations for preventing incident recurrences *The Root Cause Analysis Handbook* Max Ammerman, 1998-02-10 The answer is root cause analysis a process that allows you to find the cause of single events problems in the workplace The Root Cause Analysis Handbook presents a walkthrough example that illustrates the method and shows how to implement it Because poor initial problem definition can and often does undermine the problem solving process Ammerman places special emphasis on this area to build a solid foundation for effective analysis He also provides guidance on preparing the final report The need for clear documentation on dealing with problems makes this book especially valuable for quality managers engineers safety managers and teams implementing the ISO or QS standards Written in a simple user friendly style you will grasp the core concepts quickly and begin applying them to your work

Root Cause Analysis Handbook ABS Consulting, Lee N. Vanden Heuvel, Donald K. Lorenzo, Randal L. Montgomery, Walter E. Hanson, James R. Rooney, 2019-12-31 Root Cause Analysis, Second Edition Bjørn Andersen, Tom Fagerhaug, 2006-01-01 This updated and expanded edition discusses many different tools for root cause analysis and presents them in an easy to follow structure a general description of the tool its purpose and typical applications the procedure when using it an example of its use a checklist to help you make sure it is applied properly and different forms and templates that can also be found on

an accompanying CD ROM The examples used are general enough to apply to any industry or market The layout of the book has been designed to help speed your learning Throughout the authors have split the pages into two halves the top half presents key concepts using brief language almost keywords and the bottom half uses examples to help explain those concepts A roadmap in the margin of every page simplifies navigating the book and searching for specific topics The book is suited for employees and managers at any organizational level in any type of industry including service manufacturing and the public sector

Root Cause Analysis, Second Edition Duke Okes, 2019-02-06 This best seller can help anyone whose role is to try to find specific causes for failures It provides detailed steps for solving problems focusing more heavily on the analytical process involved in finding the actual causes of problems It does this using figures diagrams and tools useful for helping to make our thinking visible This increases our ability to see what is truly significant and to better identify errors in our thinking In the sections on finding root causes this second edition now includes more examples on the use of multi vari charts how thought experiments can help guide data interpretation how to enhance the value of the data collection process cautions for analyzing data and what to do if one can't find the causes In its guidance on solution identification biomimicry and TRIZ have been added as potential solution identification techniques In addition the appendices have been revised to include an expanded breakdown of the 7 M's which includes more than 50 specific possible causes forms for tracking causes and solutions which can help maintain alignment of actions techniques for how to enhance the interview process and example responses to problem situations that the reader can analyze for appropriateness

Cause Analysis Manual Fred Forck, CPT, 2016-10-05 A failure or accident brings your business to a sudden halt How did it happen What's at the root of the problem What keeps it from happening again Good detective work is needed but how do you go about it In this new book industry pioneer Fred Forck's seven step cause analysis methodology guides you to the root of the incident enabling you to act effectively to avoid loss of time money productivity and quality From 30 years of experience as a performance improvement consultant self assessment team leader and trainer Fred Forck CPT understands what you need to get the job done He leads you through a clear step by step process of root cause evaluation quality improvement and corrective action Using these straightforward tools you can avoid errors increase reliability enhance performance and improve bottom line results while creating a resilient culture that avoids repeat failures The key phases of this successful cause analysis include Scoping the Problem Investigating the Factors Reconstructing the Story Establishing Contributing Factors Validating Underlying Factors Planning Corrective Actions Reporting Learnings At each stage Cause Analysis Manual Incident Investigation Method and Techniques gives you a wealth of real world examples models thought provoking discussion questions and ready to use checklists and forms The author provides references for further reading hundreds of illustrative figures tables and diagrams a full glossary of terms and acronyms professional index You know that identifying causes and preventing business disrupting events isn't always easy By following Fred Forck's proven steps you will be able to identify

contributing factors align organizational behaviors take corrective action and improve business performance Are you a professor or leader of seminars or workshops On confirmed course adoption of Cause Analysis Manual Incident Investigation Method and Techniques you will have access to a comprehensive professional Instructor s Manual *Baldrige Award Winning Quality - 14th Edition* Mark Graham Brown,2005-04-08 The Baldrige criteria have been updated and finely tuned for 2005 Reflecting recent events the new criteria include a focus on an organization s business ethics and governance systems It asks how a company plans to stay operational during an emergency event such as a terrorist act or a natural disaster In total there are now 33 Areas to address in the 2005 criteria including an increased focus on leadership strategic planning measurement analysis knowledge management process management and business results The new 14th edition of the Baldrige Award Winning Quality addresses these changes for 2005 and helps you understand what the criteria are Written in an easy to read format by one of the best known authorities on the Baldrige criteria Mark Graham Brown it continues to be the most recognized reference in the field The book provides a clear and concise explanation on how to prepare for a site visit its purpose what the Baldrige examiner looks for and the questions typically asked during a visit Root Cause Analysis Matthew A. Barsalou,2014-12-03 Although there are many books on root cause analysis RCA most concentrate on team actions such as brainstorming and using quality tools to discuss the failure under investigation These may be necessary steps during RCA but authors often fail to mention the most important member of an RCA team the failed part Root Cause Analysis A Step By Step Root Cause Analysis Denise Robitaille,2010 Do you have recurring problems that are costing you time and money Unresolved problems do more than aggravate They can increase costs lower quality and drive customers away Plus quality management processes such as ISO 9001 require organizations to have a corrective and preventive action process in place Root cause analysis is integral to the success of any corrective action or problem solving process Unfortunately root cause analysis is an often maligned misunderstood and misapplied process Instead of viewing root cause analysis as an opportunity for improvement many see it only as an admission that things have gone wrong Root cause analysis should be seen as an opportunity not a chore This practical guide offers proven techniques for using root cause analysis in your organization Inside you ll find What root cause analysis is When and when not to use root cause analysis Who should participate in the root cause analysis process How to construct a root cause analysis checklist Examples of how a well run root cause analysis process works And much more Simplifying Cause Analysis Chester D. Rowe,2017-11-20 When the challenge is to get to the heart of a problem you need a simple and efficient cause investigation methodology And what would make a real difference would be an interactive map to lead you to the answer every time Chester Rowe s Simplifying Cause Analysis A Structured Approach is your instruction book combined with the included downloadable Interactive Cause Analysis Tool you have been looking for The author intends this book for professionals like you who have some familiarity with cause analysis projects and are looking for a simple and efficient cause investigation methodology is a more effective

and insightful way of asking why Introducing his multi function event investigation tool Chester Rowe says There are already many scientific tools to help us understand the physical causes for machine failures the challenge now is to find a way of investigating human performance failure modes humans are often a major source of slips lapses and mistakes Supporting his instructions with diagrams charts and real world examples from companies like yours the author takes you step by step through planning completing and documenting your investigation Chapter 1 gives you a process to determine the level of effort that your investigation should encompass assess the level of effort needed and determine the rigor needed Your investigation needs to be as risk informed as possible Chapters 2 through 5 presents a new and innovative structure rigorous yet intuitively easy to remember to identify the underlying causes for the event Cause Road Maps and conduct the investigation Chapter 6 introduces conceptual human performance models and tells you how to begin focusing on the human behaviors involved Chapters 7 and 8 present you with methods tools and techniques for carefully interviewing personnel Chapters 9 through 13 put the pieces together showing you how to analyze and model the event determine corrective action and document the investigations and findings Chester Rowe developed the Cause Road Map over many years to provide a comprehensive taxonomy for every cause investigation However fully implementing the Cause Road Map requires the use of other tools to organize analyze and present the final results of your investigation To get you started Rowe includes his downloadable Interactive Cause Analysis Tool an easy to use tool in familiar spreadsheet format free with your verified purchase of the book

The Manager's Guide to Cybersecurity Law Tari Schreider, SSCP, CISM, C|CISO, ITIL Foundation, 2017-02-01 In today's litigious business world cyber related matters could land you in court As a computer security professional you are protecting your data but are you protecting your company While you know industry standards and regulations you may not be a legal expert Fortunately in a few hours of reading rather than months of classroom study Tari Schreider's The Manager's Guide to Cybersecurity Law Essentials for Today's Business lets you integrate legal issues into your security program Tari Schreider a board certified information security practitioner with a criminal justice administration background has written a much needed book that bridges the gap between cybersecurity programs and cybersecurity law He says My nearly 40 years in the fields of cybersecurity risk management and disaster recovery have taught me some immutable truths One of these truths is that failure to consider the law when developing a cybersecurity program results in a protective facade or false sense of security In a friendly style offering real world business examples from his own experience supported by a wealth of court cases Schreider covers the range of practical information you will need as you explore and prepare to apply cybersecurity law His practical easy to understand explanations help you to Understand your legal duty to act reasonably and responsibly to protect assets and information Identify which cybersecurity laws have the potential to impact your cybersecurity program Upgrade cybersecurity policies to comply with state federal and regulatory statutes Communicate effectively about cybersecurity law with corporate legal department and counsel

Understand the implications of emerging legislation for your cybersecurity program Know how to avoid losing a cybersecurity court case on procedure and develop strategies to handle a dispute out of court Develop an international view of cybersecurity and data privacy and international legal frameworks Schreider takes you beyond security standards and regulatory controls to ensure that your current or future cybersecurity program complies with all laws and legal jurisdictions Hundreds of citations and references allow you to dig deeper as you explore specific topics relevant to your organization or your studies This book needs to be required reading before your next discussion with your corporate legal department

The Manager's Guide to Enterprise Security Risk Management Brian Allen, Rachel Loyear, 2016-11-15 Is security management changing so fast that you can't keep up Perhaps it seems like those traditional best practices in security no longer work One answer might be that you need better best practices In their new book The Manager's Guide to Enterprise Security Risk Management Essentials of Risk Based Security two experienced professionals introduce ESRM Their practical organization wide integrated approach redefines the securing of an organization's people and assets from being task based to being risk based In their careers the authors Brian Allen and Rachel Loyear have been instrumental in successfully reorganizing the way security is handled in major corporations In this ground breaking book the authors begin by defining Enterprise Security Risk Management ESRM Enterprise security risk management is the application of fundamental risk principles to manage all security risks whether information cyber physical security asset management or business continuity in a comprehensive holistic all encompassing approach In the face of a continually evolving and increasingly risky global security landscape this book takes you through the steps of putting ESRM into practice enterprise wide and helps you to Differentiate between traditional task based management and strategic risk based management See how adopting ESRM can lead to a more successful security program overall and enhance your own career Prepare your security organization to adopt an ESRM methodology Analyze and communicate risks and their root causes to all appropriate parties Identify what elements are necessary for long term success of your ESRM program Ensure the proper governance of the security function in your enterprise Explain the value of security and ESRM to executives using useful metrics and reports Throughout the book the authors provide a wealth of real world case studies from a wide range of businesses and industries to help you overcome any blocks to acceptance as you design and roll out a new ESRM based security program for your own workplace **The**

Manager's Guide to Business Continuity Exercises Jim Burtles, KLJ, MMLJ, Hon FBCI, 2016-10-06 You designed your Business Continuity Plan to keep your business in business regardless of the forces of man and nature But how do you know that the plan really works Few companies can afford the recommended full scale exercises several times a year In The Manager's Guide to Business Continuity Exercises Jim Burtles an internationally known expert details the options for conducting a range of tests and exercises to keep your plan effective and up to date Your challenge is to maintain a good and effective plan in the face of changing circumstances and limited budgets If your situation is like that in most companies you

really cannot depend on the results of last year's test or exercise of the plan. People tend to forget, lose confidence, lose interest or even be replaced by other people who were not involved in your original planning. Jim Burtles explains: You cannot have any real confidence in your plans and procedures until they have been fully tested. Exercises are the only way we can be sure that the people will be able to interpret the plans and procedures correctly within the requisite timeframe under difficult circumstances. As you do your job in this constantly shifting context, Jim Burtles helps you to differentiate between an exercise and a test and see the value of each in your BC program. Understand the different types of plans and identify the people who need to be involved in exercises and tests for each. Use the Five Stage Growth Path from desktop to walkthrough to full scale exercise to conduct gradual testing, educate personnel, foster capability and build confidence. Create a variety of unusual scenario plot lines that will keep up everyone's interest. Identify the eight main elements in developing and delivering a successful BC exercise. Select and prepare a delivery team and a response team for your exercise. Make sure everyone understands the rules of engagement. Use the lessons learned from exercises and tests to audit, update and maintain the plan. You are well aware that a host of problems may crop up in any kind of company wide project. These problems can range from basic logistics like time and place to non support from executives and managers to absenteeism to the weather to participants forgetting their lines. Throughout the book, Burtles uses his decades of experience working with companies like yours to give you useful examples, case studies and down to earth advice to help you handle the unexpected and work toward the results you are looking for.

Advanced Safety Management Focusing on Z10 and Serious Injury Prevention Fred A. Manuele, 2011-09-20. Learn how to improve the effectiveness of safety and health management systems by adopting ANSI Z10 provisions and avoid serious workplace injuries. This reference addresses specific provisions including risk assessment methods and prioritization, applying a prescribed hierarchy of controls, implementing safety design reviews and more. It also explains how to integrate best practices for the prevention of serious injuries in your workplace. See how implementing the ANSI Z10 standard can enhance your company's productivity, cost efficiency and quality.

The Manager's Guide to Simple, Strategic, Service-Oriented Business Continuity Rachelle Loyear, MBCP, AFBCI, CISM, PMP, 2017-05-10. You have the knowledge and skill to create a workable Business Continuity Management (BCM) program but too often your projects are stalled while you attempt to get the right information from the right person. Rachelle Loyear experienced these struggles for years before she successfully revamped and reinvented her company's BCM program. In *The Manager's Guide to Simple Strategic Service Oriented Business Continuity*, she takes you through the practical steps to get your program back on track. Rachelle Loyear understands your situation well. Her challenge was to manage BCM in a large enterprise that required hundreds of BC plans to be created and updated. The frustrating reality she faced was that subject matter experts in various departments held the critical information she needed but few were willing to write their parts of the plan. She tried and failed using all the usual methods to educate and motivate and even threaten departments to meet her deadlines. Finally, she

decided there had to be a better way The result was an incredibly successful BCM program that was adopted by BCM managers in other companies She calls it The Three S s of BCM Success which can be summarized as Simple Strategic Service Oriented Loyear s approach is easy and intuitive considering the BCM discipline from the point of view of the people in your organization who are tasked to work with you on building the plans and program She found that most people prefer Simple solutions when they are faced with something new and different Strategic use of their time making their efforts pay off Service to be provided lightening their part of the load while still meeting all the basic requirements These tactics explain why the 3S program works It helps you it helps your program and it helps your program partners Loyear says If you follow the Three S philosophy the number of plans you need to document will be fewer and the plans will be simpler and easier to produce I ve seen this method succeed repeatedly when the traditional method of handing a business leader a form to fill out or a piece of software to use has failed to produce quality plans in a timely manner In The Manager s Guide to Simple Strategic Service Oriented Business Continuity Loyear shows you how to Completely change your approach to the problems of BCM buy in Find new ways to engage and support your BCM program partners and subject matter experts Develop easier to use policies procedures and plans Improve your overall relationships with everyone involved in your BCM program Craft a program that works around the roadblocks rather than running headlong into them The Manager's Guide to Quick Crisis Response Bruce T. Blythe, 2016-08-02 Avoid being blindsided by an unexpected emergency or crisis in the workplace violence natural disaster or worse Bruce Blythe s The Manager s Guide to Quick Response in a Crisis Effective Action in an Emergency offers the time tested skills that prepare you to act effectively on behalf of yourself and your co workers in the face of threat and chaos Blythe uses real world case studies examples and checklists to help you be the top notch leader the situation requires Hope for the best and prepare for the worst sums up Blythe s philosophy This short book is the essence of the basic practical counseling that he would give if he were sitting next to you at your desk To help you figure out what to do next he offers real world examples of what has worked and not worked in his 30 years of experience with companies just like yours With Blythe s advice you can act fast to Find out the accurate facts you need to strategize and implement a response Compile a checklist of immediate action items Create a crisis command center CCC Select the best people for your action team and determine action steps Understand how to make good decisions in a crisis or emergency Handle the human side of a traumatic incident Set priorities in multiple timeframes Establish a new normal as everyone phases back into productive work after the incident To help you take the actions that will make a difference the book includes Practical forms checklists cases studies and real life examples Quick Use Response Guide at the end of each chapter all four can form a handy pocket guide *The Manager's Guide to Handling the Media in Crisis* James E. Lukaszewski, ABC, Fellow IABC, APR, Fellow PRSA, BEPS Emeritus, 2016-08-02 Attracting media attention is surprisingly easy you just want it to be the right kind If an event causes the phone to ring and TV cameras to appear in your lobby you need confidence that the people who happen to be at

your worksite that day are prepared That s easy if everyone executives PR managers and employees is familiar with Jim Lukaszewski s sure fire methods for handling the media James Jim Lukaszewski America s Crisis Guru TM is one of the most visible corporate go to people for companies when there is trouble in the room or on the horizon The Manager s Guide to Handling the Media in a Crisis Doing and Saying the Right Thing When it Matters Most shares with you the skills he has developed in 30 years of helping companies in crisis management employee communications ethics media relations public affairs reputation preservation leadership restoration and recovery Jim speaks annually before a wide variety of local statewide national and international organizations and associations heard by thousands of each year and in this book he is speaking directly to you With this book as a guide you will be able to Create and deliver the message that best represents your organization Understand what it takes to be an effective spokesperson Make sure everyone is aware of company policies and procedures relating to the press Be aware of the needs deadlines and priorities of reporters Prepare to give good answers to all sorts of questions Monitor social media assess its impact Identify the ways social media could be used to attack your company Preserve company reputation amid a flurry of conflicting publicity Reading this book you will see why wherever there is or can be trouble and crisis affected audiences and troubled leaders are waiting to learn the way out of their problems from Jim The book is practical easy to read filled with real world case studies checklists anecdotes discussion questions and easy to remember tips for success

Mastering the Requirements Process James Robertson,Suzanne Robertson,Adrian Reed,2024-09-25 One of the joys of product development whether it be software service or hardware is getting it right The way to get it right is to uncover the real business problem and to write the requirements for the solution that best solves that problem Without the right requirements it is impossible to build the right solution Mastering the Requirements Process Fourth Edition gives you an industry proven process for getting to the essence of the business problem and then writing unambiguous and testable requirements for its solution This fourth edition is an almost complete rewrite that brings requirements discovery into today s world it is the book for today s business analyst Product owners and project leaders will also find it valuable as it explains how to discover precisely what the customer needs and wants and to do it effectively in any business or project environment The book tells you how to Use the Volere requirements process to discover requirements in both traditional and agile environments Incorporate off the shelf OTS solutions into your requirements discovery Use artificial intelligence AI as part of your requirements discovery and as part of your business solution Use quickly sketched prototypes to explore the problem space Understand functional and non functional requirements Write better agile stories Make your requirements and stories measurable and testable using fit criteria Use business events as the heartbeat of business analysis Discover requirements in agile commercial and milspec project environments Find and prioritize your customer segments Leverage systems thinking when discovering requirements Use story maps and other requirements repository techniques Know which trawling techniques are the most effective for requirements discovery

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