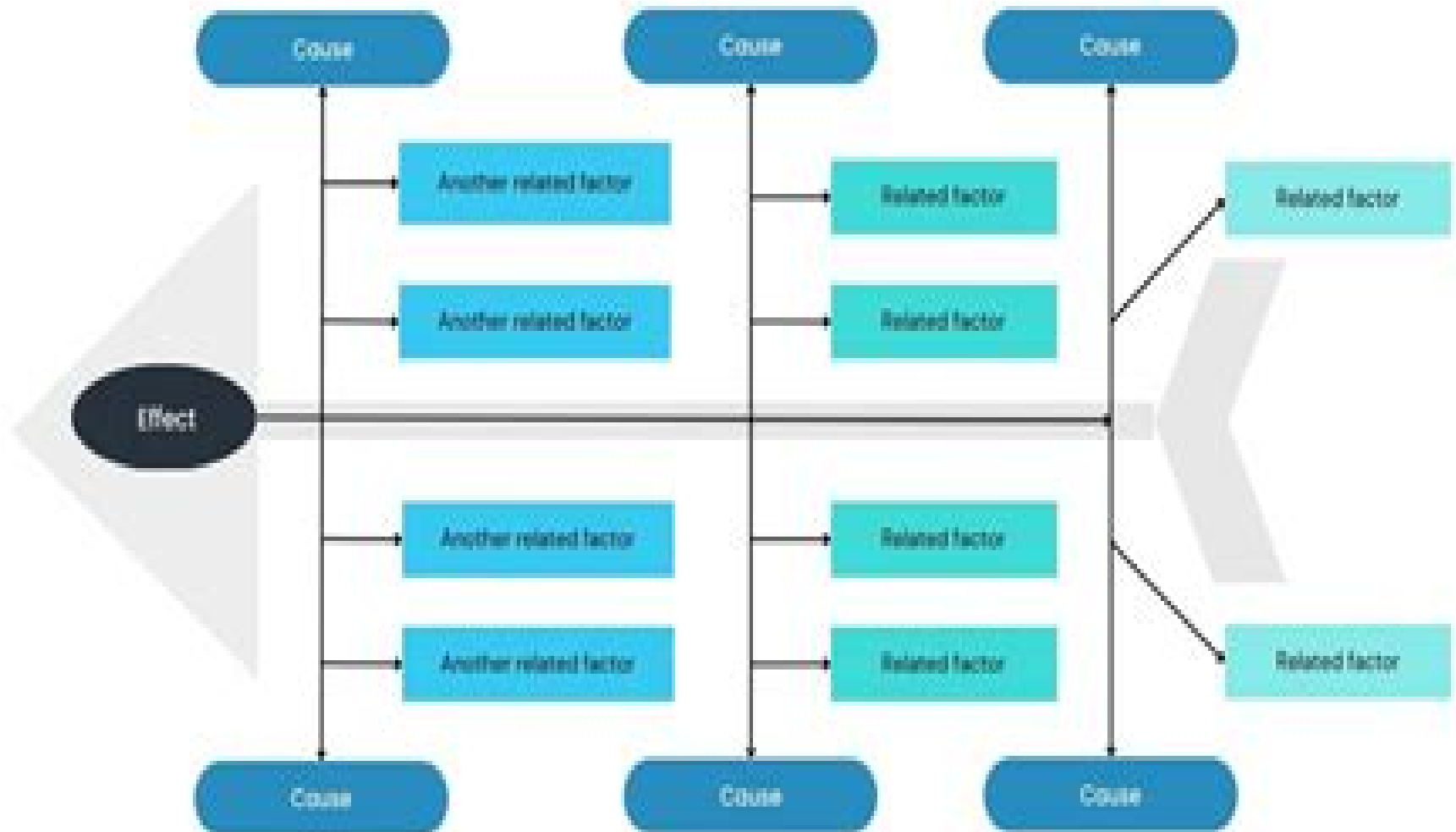


Root Cause Analysis: Fishbone Diagram



Root Cause Analysis Guide

**Bjørn Andersen, Tom Natland
Fagerhaug**



Root Cause Analysis Guide:

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 **School Leader's Guide to Root Cause Analysis** Paul Preuss, 2013-09-27 Don t jump from problem to solution without first investigating root causes This book helps you more accurately focus on school improvement issues so you can avoid wasting precious time and resources It is clearly written contains lots of real examples and is presented in a style and format designed for the non expert It will help you make decisions which will improve learning for all students *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

The PROACT® Root Cause Analysis Kenneth C. Latino, Mark A. Latino, Robert J. Latino, 2020-09-10 Root Cause Analysis or RCA What is it Everyone uses the term but everyone does it differently How can we have any uniformity in our approach much less accurately compare our results if we're applying different definitions At a high level we will explain the difference between RCA and Shallow Cause Analysis because that is the difference between allowing a failure to recur or dramatically reducing the risk of recurrence In this book we will get down to basics about RCA the fundamentals of blocking and tackling and explain the common steps of any investigative occupation Common investigation steps include Preserving evidence data not allowing hearsay to fly as fact Organizing an appropriate team minimizing potential bias Analyzing the events reconstructing the incident based on actual evidence Communicating findings and recommendations ensuring effective recommendations are actually developed and implemented Tracking bottom line results ensuring that identified meaningful metrics were attained We explore Why don't things always go as planned When our actual plans deviate from our intended plans we usually experience some type of undesirable or unintended outcome We analyze the anatomy of a failure undesirable outcome and provide a step by step guide to conducting a comprehensive RCA based on our 3 decades of applying RCA as we have successfully practiced it in the field This book is written as a how to guide to effectively apply the PROACT RCA methodology to any undesirable

outcome is directed at practitioners who have to do the real work focuses on the core elements of any investigation and provides a field proven case as a model for effective application This book is for anyone charged with having a thorough understanding of why something went wrong such as those in EH S maintenance reliability quality engineering and operations to name just a few The ASQ Pocket Guide to Root Cause Analysis Bjørn Andersen, Tom Natland Fagerhaug, 2013-11-06 All organizations experience unintended variation and its consequences Such problems exist within a broad range of scope persistence and severity across different industries Some problems cause minor nuisances others leads to loss of customers or money others yet can be a matter of life and death The purpose of this pocket guide is to provide you with easily accessible knowledge about the art of problem solving with a specific focus on identifying and eliminating root causes of problems Root cause analysis is a skill that absolutely everybody should master irrespective of which sector you work in what educational background you have and which position in the organization you hold The content in this little pocket guide can contribute to disseminating this skill a little further in the world Root Cause Analysis Guide South Australia. Department of Health. Safety and Quality Unit, 2006 Root cause analysis RCA is a method of drilling down to investigate adverse events in order to assist in the identification of health system flaws that may not be immediately apparent at an initial review The root cause analysis process consists of several steps supported by a cognitive aid referred to as triage questions The process concludes with the development of actions and recommendations from Introduction 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 **Root Cause Analysis Basics** Candace J. Hamner, Kurt A. Patton, 2008 Root Cause Analysis Basics A Resource Guide for Healthcare Managers Candace J Hamner RN MA Kurt A Patton MS RPh What happened Why did it happen How can we make sure it doesn t happen again YOU HAVE QUESTIONS You need Answers Root Cause Analysis Basics A Resource Guide for Healthcare Managers is here to help By answering these basic questions an effective root cause analysis RCA can boost patient safety streamline processes and prevent future problems The Joint Commission requires accredited facilities to conduct an RCA when a sentinel event or near miss occurs because the process gets results but only if

everyone is willing to learn from mistakes and follow through with recommended plans of action Our experts have put their years of RCA experience to work for you This valuable guide will explain how to conduct an RCA that works and how to develop and implement effective follow up steps that everyone can take to prevent future problems You ll learn What goes into the RCA process Who to enlist for your RCA team Tips for creating a blame free atmosphere to foster open communication How to identify all the root causes of an incident Ways to report your results and ensure that necessary changes are made Take a look at the table of contents Introduction What is an RCA Chapter 1 Getting started Chapter 2 Conducting an effective RCA Chapter 3 Forming your RCA team Chapter 4 Getting to the real issues Chapter 5 Presenting your findings Chapter 6 Measuring improvement and planning next steps Chapter 7 Ensuring RCA success Don t wait until something goes wrong get the root cause analysis information you need right now This easy to use resource is accompanied by a customizable CD ROM that will assist you in Boosting patient safety Streamlining processes Preventing future problems

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 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

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applying RCA as we have successfully practiced it in the field This book is written as a how to guide to effectively apply the PROACT RCA methodology to any undesirable outcome is directed at practitioners who have to do the real work focuses on the core elements of any investigation and provides a field proven case as a model for effective application This book is for anyone charged with having a thorough understanding of why something went wrong such as those in EH S maintenance reliability quality engineering and operations to name just a few *Handbook of Reliability, Availability, Maintainability and Safety in Engineering Design* Rudolph Frederick Stapelberg,2009-02-17 The Handbook of Reliability Availability Maintainability and Safety in Engineering Design studies the combination of various methods of designing for reliability availability maintainability and safety as well as the latest techniques in probability and possibility modeling mathematical algorithmic modeling evolutionary algorithmic modeling symbolic logic modeling artificial intelligence modeling and object oriented computer modeling The book encompasses both a depth of research into engineering design methods and techniques and a breadth of research into the concept of integrity in engineering design These topics add significant value to the theoretical expertise and practical experience of process chemical civil mechanical electrical and electronic engineers by considering process engineering design from the point of view of what should be achieved to meet criteria for designing for reliability availability maintainability and safety Step-by-step Guide to Effective Root Cause Analysis Kenneth Alan Hirsch,Dennis T. Wallace,2001 **Official (ISC)2® Guide to the ISSMP® CBK®** Joseph Steinberg,2011-04-11 As the recognized leader in the field of information security education and certification the ISC 2 promotes the development of information security professionals around the world The Certified Information Systems Security Professional Information Systems Security Management Professional CISSP ISSMP examination assesses individuals understa *The Executive's Guide to Information Technology* John Baschab,Jon Piot,2007-07-13 Praise for the The Executive s Guide to Information Technology This book is important reading It offers practical real world insight and pragmatic no nonsense approaches for people who have a stake in corporate IT Lynda Applegate Henry R Byers Professor of Business Administration Harvard Business School Information systems and processes are very important parts of our due diligence assessment of a company yet the jargon is often more difficult to understand than many foreign languages Baschab and Piot effectively translate IT into words and concepts that businesspeople can easily understand and act upon This book is a helpful reference guide for corporate executives and private equity groups of all types Neal Aronson Managing Partner Roark Capital Group Business success increasingly depends on effective use of IT Effective use of IT depends on the kind of in depth practical insight in this book Baschab and Piot provide a pragmatic approach to information systems investment that should be required reading for senior executives and CIOs alike Erik Brynjolfsson Schussel Professor of Management Director of the Center for Digital Business MIT This book should provide valuable guidance for management and technology consultants The Executive s Guide to Information Technology provides field proven insight on all important aspects of IT planning and execution from

governance to applications to operations and infrastructure Gary J Fernandes former vice chairman EDS member of the Board of Directors Computer Associates Baschab and Piot do a great job of laying out the fundamental issues and challenges that every IT organization faces More often than not the issues are not technical in nature but are a reflection of how the IT and business teams work together to define execute and implement new business tools The threshold issue is leadership Often it is difficult for business leaders to feel that they have the skills and perspective to provide that leadership on technical projects The Executive s Guide to Information Technology provides non technical business leaders a solid framework for engaging with their IT peers Tom Nealon Chief Information Officer J C Penney

The ASQ Certified Six Sigma Yellow Belt Study Guide Erica L. Farmer, Grace L. Duffy, 2022-10-04 As a companion to The ASQ Certified Six Sigma Yellow Belt Handbook this study guide offers helpful exercises for anyone planning to take the ASQ Certified Six Sigma Yellow Belt CSSYB exam Unlike other resources this book has been developed specifically to address the 2022 CSSYB Body of Knowledge BoK considering the proper depth of knowledge and required levels of cognition Every practice question in both sections details solutions that explain the correct answer and the corresponding section of the BoK to the question to facilitate further study as needed Inside you will find SECTION 1 which offers 161 practice questions organized by the five parts of the BoK SECTION 2 which offers 139 additional practice questions from each of the five parts Updates to the 2022 CSSYB BoK including new supply chain management corrective action preventive action and work instructions sections A list of additional references used by the teams that create the test items for the CSSYB examination

A Practical Guide to Security Engineering and Information Assurance Debra S. Herrmann, 2001-10-18 Today the vast majority of the world s information resides in is derived from and is exchanged among multiple automated systems Critical decisions are made and critical action is taken based on information from these systems Therefore the information must be accurate correct and timely and be manipulated stored retrieved and exchanged s

The Occupational Ergonomics Handbook Waldemar Karwowski, William S. Marras, 1998-12-18 Occupational ergonomics and safety studies the application of human behavior abilities limitations and other characteristics to the design testing and evaluation of tools machines systems tasks jobs and environments for productive safe comfortable and effective use Occupational Ergonomics Handbook provides current comprehensive knowledge in this broad field providing essential state of the art information from nearly 150 international leaders of this discipline The text assesses the knowledge and expertise applied to industrial environments Providing engineering guidelines for redesigning tools machines and work layouts Evaluating the demands placed on workers by current jobs Simulating alternative work methods Determining the potential for reducing physical job demands based on the implementation of new methods Topics also include Fundamental ergonomic design principles at work Work related musculoskeletal injuries such as cumulative trauma to the upper extremity CTDs and low back disorders LBDs which affect several million workers each year with total costs exceeding 100 billion annually Current knowledge used for minimizing

human suffering potential for occupational disability and related worker's compensation costs Working conditions under which musculoskeletal injuries might occur Engineering design measures for eliminating or reducing known job risk factors Optimal manufacturing processes regarding human perceptual and cognitive abilities as well as task reliability Identifying the worker population affected by adverse conditions Early medical and work intervention efforts Economics of an ergonomics maintenance program Ergonomics as an essential cost to doing business Ergonomics intervention includes design for manufacturability total quality management and work organization Occupational Ergonomics Handbook demonstrates how ergonomics serves as a vital component for the activities of the company and enables an advantageous cooperation between management and labor This new handbook serves a broad segment of industrial practitioners including industrial and manufacturing engineers managers plant supervisors and ergonomics professionals researchers and students from academia business and government human factors and safety specialists physical therapists cognitive and work psychologists sociologists and human computer communications specialists

A guide to quality improvement methods

Healthcare Quality Improvement Partnership (HQIP), 2015-07-29 A guide to quality improvement methods from Healthcare Quality Improvement Partnership HQIP brings together twelve quality improvement QI methods providing an overview of each and practical advice on how and when to implement them with illustrative case examples QI methods covered include clinical audit Plan Do Study Act model for improvement LEAN Six Sigma performance benchmarking process mapping and statistical process control and it is aimed at all professionals with an interest in QI The purpose of this guidance is to signpost those working within leading commissioning and using healthcare services to a broad range of quality improvement methods It should be especially useful to those putting together quality improvement programmes

Root Cause Analysis and Improvement in the Healthcare Sector Bjorn Andersen, Martha Ellen Keyes Beltz, Tom Natland Fagerhaug, 2009-11-09

Healthcare organizations and professionals have long needed a straightforward workbook to facilitate the process of root cause analysis RCA While other industries employ the RCA tools liberally and train facilitators thoroughly healthcare has lagged in establishing and resourcing a quality culture Presently a growing number of third party stakeholders are holding access to accreditation and reimbursement pending demonstration of a full response to events outside of expected practice An increasing number of exceptions to healthcare practice have precipitated a strong response advocating the use of proven quality tools in the industry In addition the industry has now expanded its scope beyond the hospital walls to many ancillary healthcare facilities with little experience in implementing quality tools This book responds to the demand for a RCA workbook written specifically for healthcare yet still broad in its definition of the industry This book contains everything that the typical RCA leader in healthcare requires A text specific to healthcare but using the broadest definition of the industry to include not only acute care hospitals but rehabilitation facilities long term care facilities outpatient surgery centers ambulatory services and general office practices A workbook style format that walks through the process step by step

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