Root Causes Processes

IAS

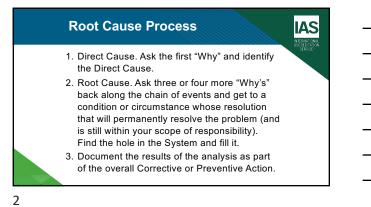
1. Where root causes live

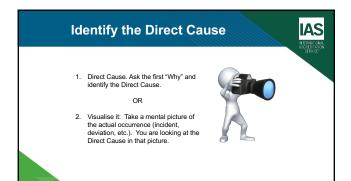
2. Start with the identified condition

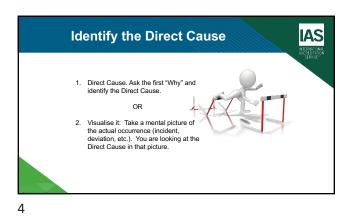
3. Doing the root cause analysis

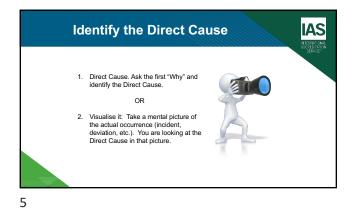
• Determine the Direct Cause.

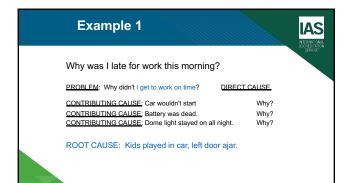
- Determine the Root Cause.
- Document the results

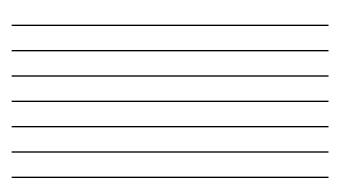


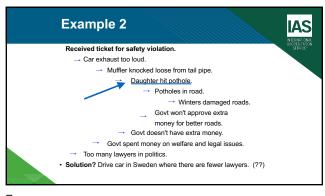




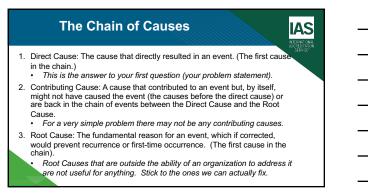


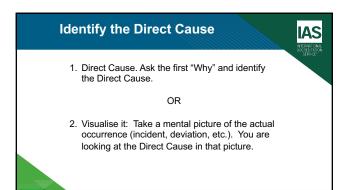












Root Causes Processes

IAS

1. Where root causes live

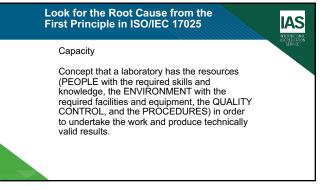
2. Start with the identified condition

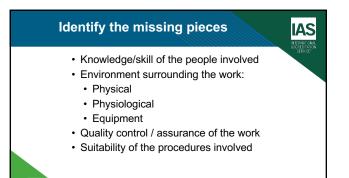
3. Doing the root cause analysis

Determine the Direct Cause.

- Determine the Root Cause.
- Document the results

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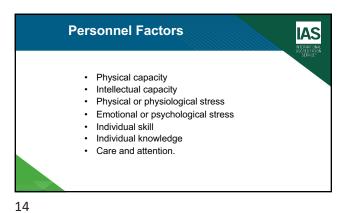


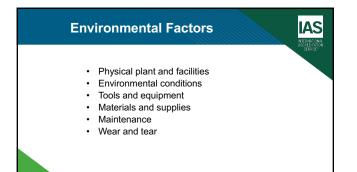
Root Cause Listing

Possible root causes include the following categories.

IAS

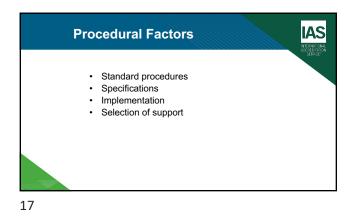
- Personnel Factors
- Environmental Factors
- Quality Factors
- Procedural Factors Organisational Factors







Quality Factors • Quality control • Quality assurance • Quality system





Root Causes Processes

1. Where root causes live

- 2. Start with the identified condition
- 3. Doing the root cause analysis
 - Determine the Direct Cause.

IAS

- Determine the Root Cause.
- Document the results

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	Exercise 5 – Addressing the IAS
1.	Your group consists of the process owners from the sections within MOTIVA CAB that have just undergone an internal audit. Following on from previous exercises you are now prepared to address the findings from the report. Your team is to examine the findings and conduct the analysis in order to determine any remediation, and the need for corrective or preventive action. As well, any solutions implemented are to be recorded. Use the attached format.
2.	Each group is to present their solutions to your facilitator (representing the quality manager). All relevant aspects of the solution are to be presented.

