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Description of Root Cause(s)

10

Date action plan defined

For the Action plan consider:- **Physical Factors** (Error proofing tools and techniques), **Process Factors** (SOI's), **Human Factors** (Skills/Training Matrix), **Detection factors** to ensure such a problem cannot reoccur.

Action plan & Results for Root Cause(s) Elimination	Who	Target date Closure date	Status	Escalation

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Consideration (link to other processes)

Yes No

Is the solution applicable in other cases?

Has error proofing been performed (Poka-Yoke)?

Is the documentation up to date (i.e. SOI, Control plan, FMEAs, Single Point Lessons...)?

Doc Ref.:.....

Has the problem and corrective actions been communicated to relevant stakeholders?

Have you considered using operational surveillance/process confirmation for action verification?

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Confirmation of successful resolution

Monitor a minimum of 5 events
(e.g MSNs/Parts/Occurrences ...)

Number of parts/assemblies/AC or confirmation of occurrences:

OK

NOK

Signature of Owner.....Date:.....

Signature of Originator.....Date:.....

Signature of Facilitator.....Date:.....

Closure date

1

Date
(PPS start date)

REF/Trigger
(e.g. NC, MISP, part ...)

Reoccurrence

Yes

No

Originator
(e.g. Technical or Team leader)

Facilitator
(optional)

Program

Area/
Location

Owner

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Prioritisation
Score/
Assessment

2

Impact (✓ box and add details)

S ☐Q ☐C ☐D ☐P ☐

3

What is the part/process affected?
What is the problem/defect and the gap to the standard?

Where does the problem occur?
Where the defect has been created?
(e.g. on the object/on the process)

When did the problem occur?
When the defect has been created?

Who found the problem?

How did it happen?
(e.g. context description)
How has it been detected ?

4

Problem Description/Topic (i.e. a detailed description of one object and one defect compare to a reference point/spec)

5

a) Immediate containment action/Result (Current product)

b) Customer Protection action/Result for the impacted products

Who

When

Status

Escalation

Action Identified

Owner/Target date Identified

Action in progress

Action closed & efficiency checked

7a Root Cause Analysis - "5 WHY tool"

Why?

Why?

Why?

Why?

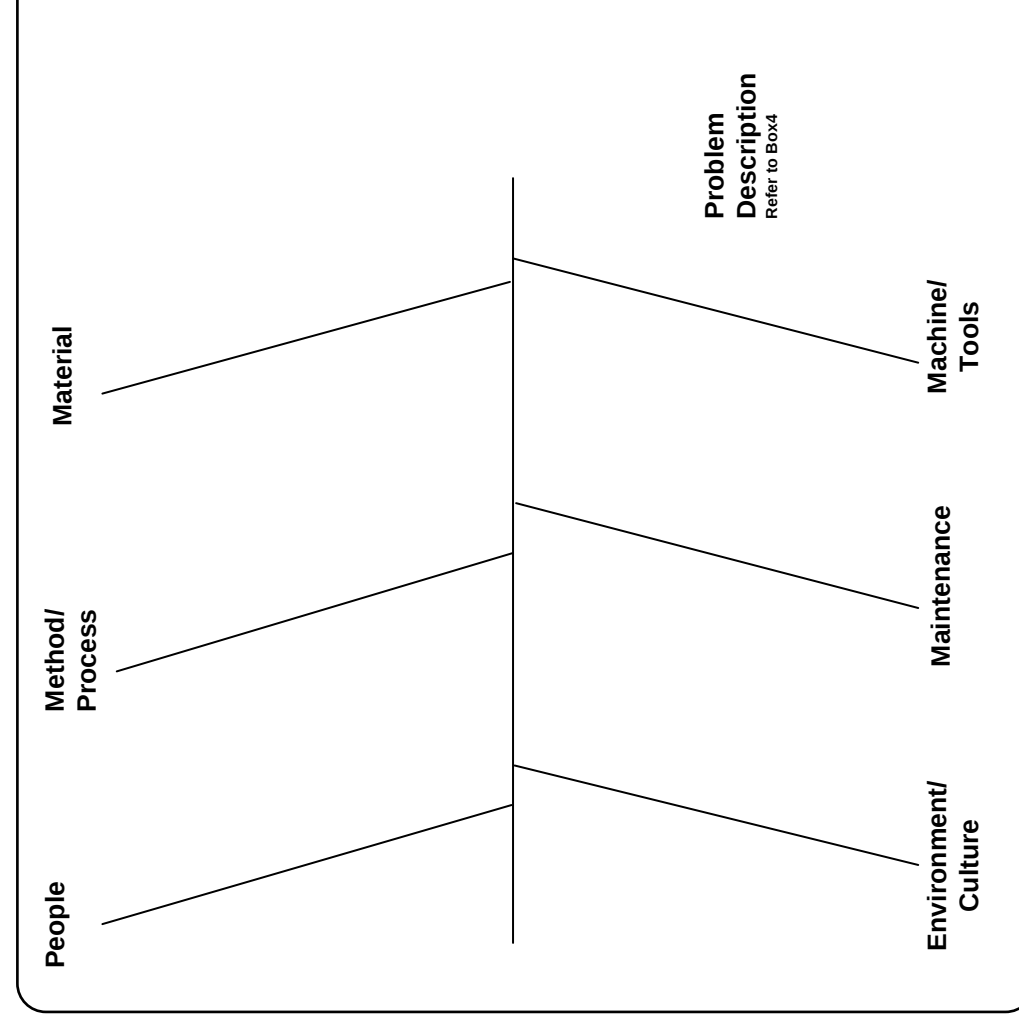
Why?

If further analysis is required or for multiple root cause analysis you may use Ishikawa tool and/or 5 why's tree tool and template

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Action Plan/Results to confirm Root Cause(s)	Who	When	Status	Escalation

7b Root Cause(s) Analysis - "Ishikawa tool"



COMPLEMENTARY INFORMATION

Please add here any further information you feel appropriate to the root cause analysis e.g. drawings, documents, analysis...
