

Session 4 Summary

KEY TAKEAWAYS

RCA PURPOSE:

PREVENT RECURRENCE

*By Addressing **ROOT CAUSES***

Not Just Surface-Level Symptoms

MAIN METHODS:

- **5 WHYS TECHNIQUE**

Drill Down to Fundamental Causes

- **CAUSE & EFFECT DIAGRAMS**

Visual Mapping of All Contributing Factors

- **FAULT TREE ANALYSIS**

Systematic Deductive Approach

PROCESS FLOW:

SYSTEMATIC INVESTIGATION

→ **IN-DEPTH ANALYSIS**

→ **CORRECTIVE ACTION**

→ **VERIFICATION & VALIDATION**

CRITICAL MINDSET:

FOCUS ON SYSTEMS IMPROVEMENT

Rather Than

INDIVIDUAL BLAME

"Fix the Process, Not Just the People"

SUCCESS FACTORS:

- ✓ **Evidence-Based Approach**
- ✓ **Cross-Functional Team Involvement**
- ✓ **Management Commitment**
- ✓ **Continuous Follow-Up**