

A classroom setting with a yellow wall. At the top center is a blue clock showing approximately 10:10. In the foreground, there's a blackboard with a green border. Two students are interacting with it: a boy on the left holding a whiteboard and a girl on the right writing on the blackboard with a white marker. The blackboard has the title "Root Cause Analysis" written on it in large, white, sans-serif letters.

Root Cause Analysis

Presented by Anshika Verma



Anshika Verma

About Myself

- Lucknow Chapter lead
- Pre-final year student at VIT Bhopal
- Intern at PingSafe AI

What is root cause analysis?

The National Institute of Standards and Technology (NIST) defines root cause analysis as, “A principle-based, systems approach for the identification of underlying causes associated with a particular set of risks.”



Points to Remember

Focusing on corrective measures

Single Root Cause is not necessary

Main focus on WHY the event happened



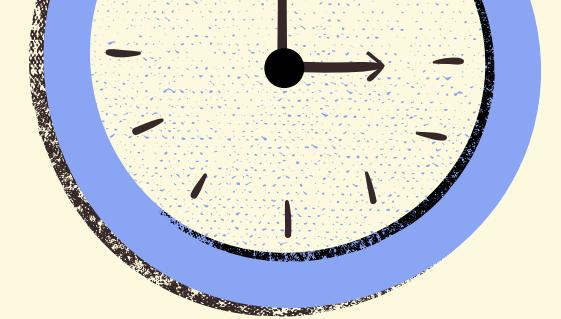
Identify barrier

Develop Logical Approach

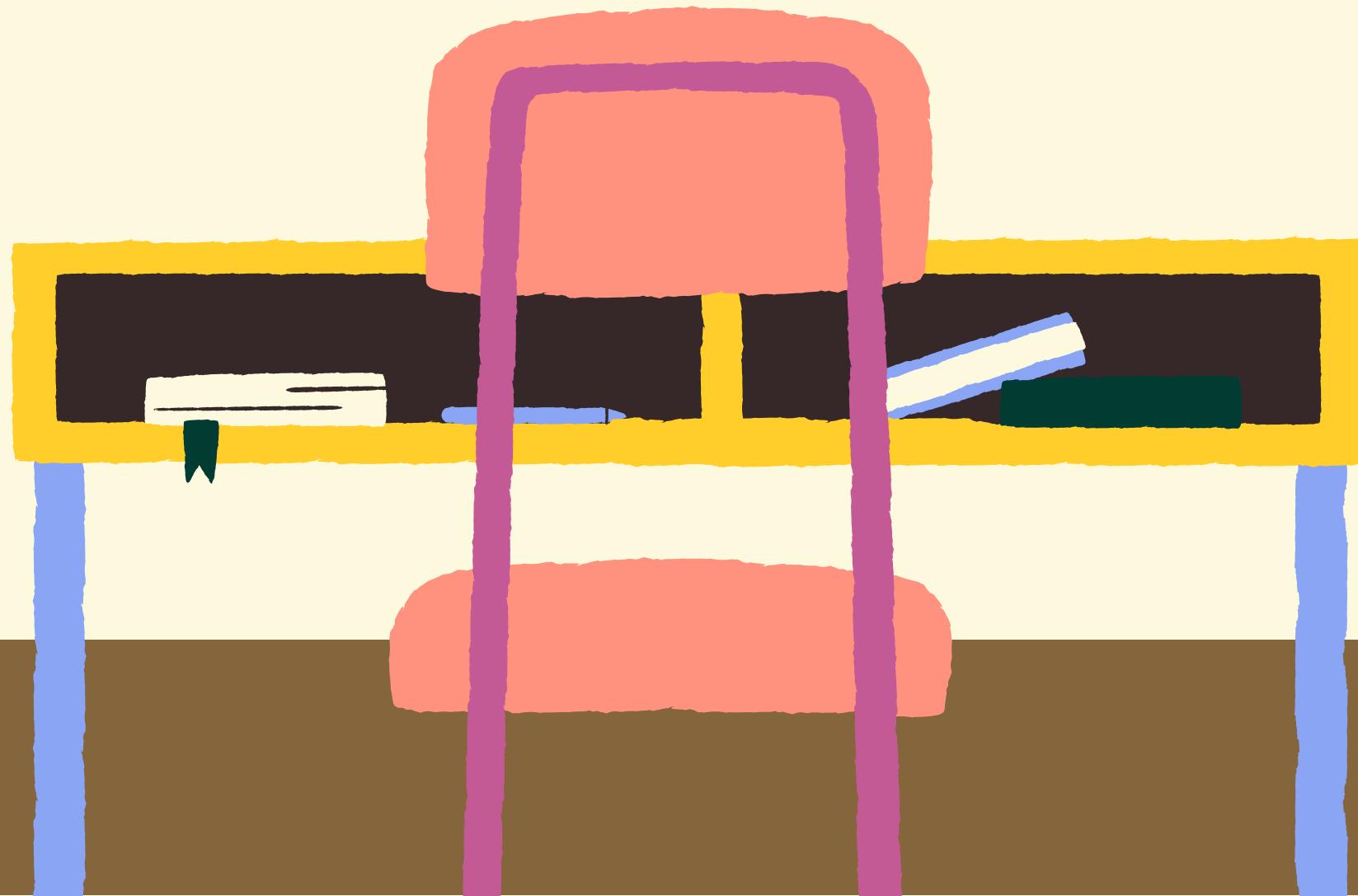
Identify the needs

Benefits

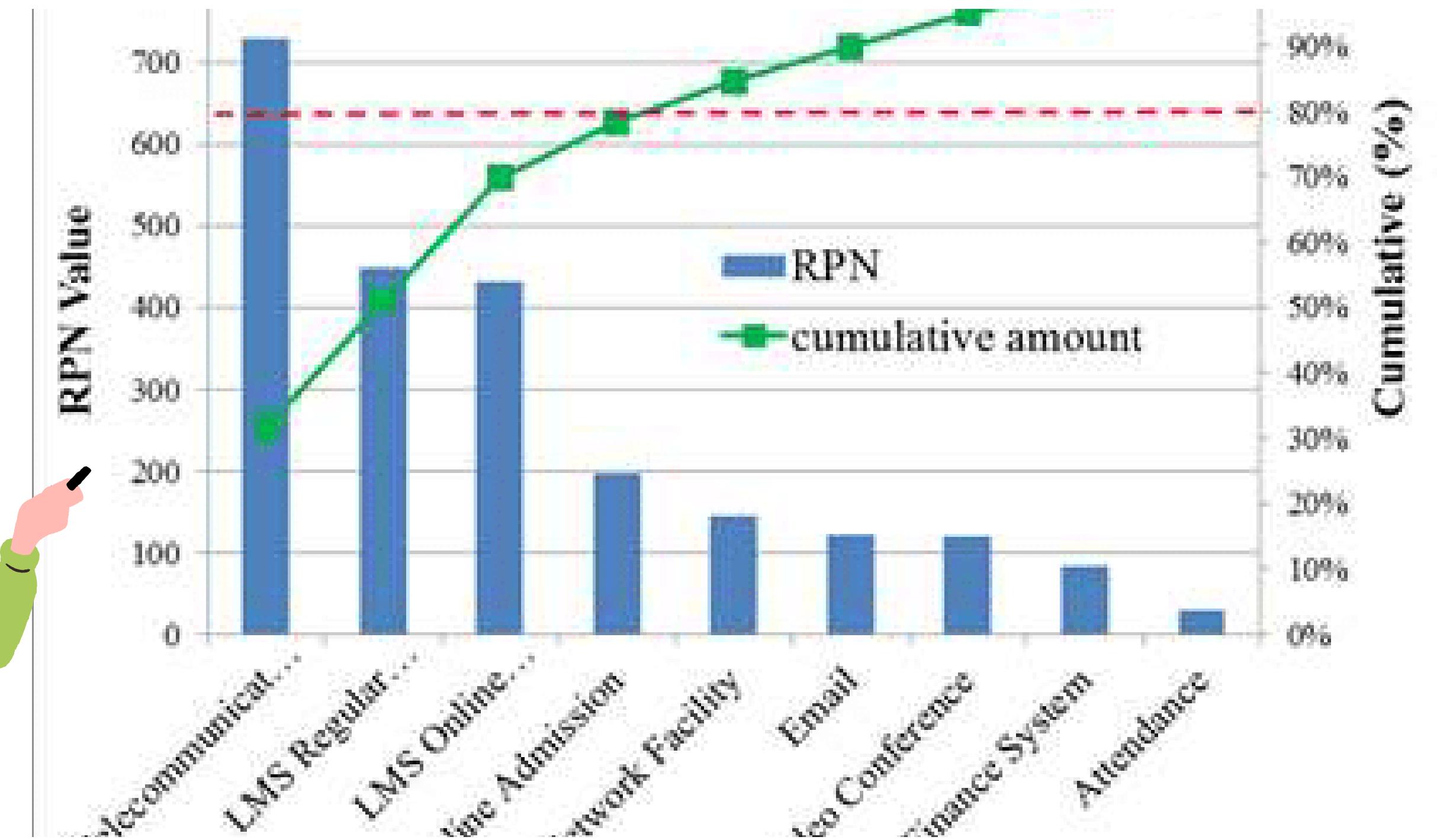




RCA METHODS



Pareto Chart



The 5 Whys



Sequence of Whys'

To find the exact reason behind problem.

Team's Contribution

Gives opportunity to team members for idea sharing.

Determine Relationship

Helps to link various root causes

Steps to Conduct

Note the problem

Define the problem, analyse it and then create a problem statement.

Create a Team

A common team involving the ones familiar with the specifics of problem.

Define the issue

Discuss and note down the problem details with the team

Ask Whys

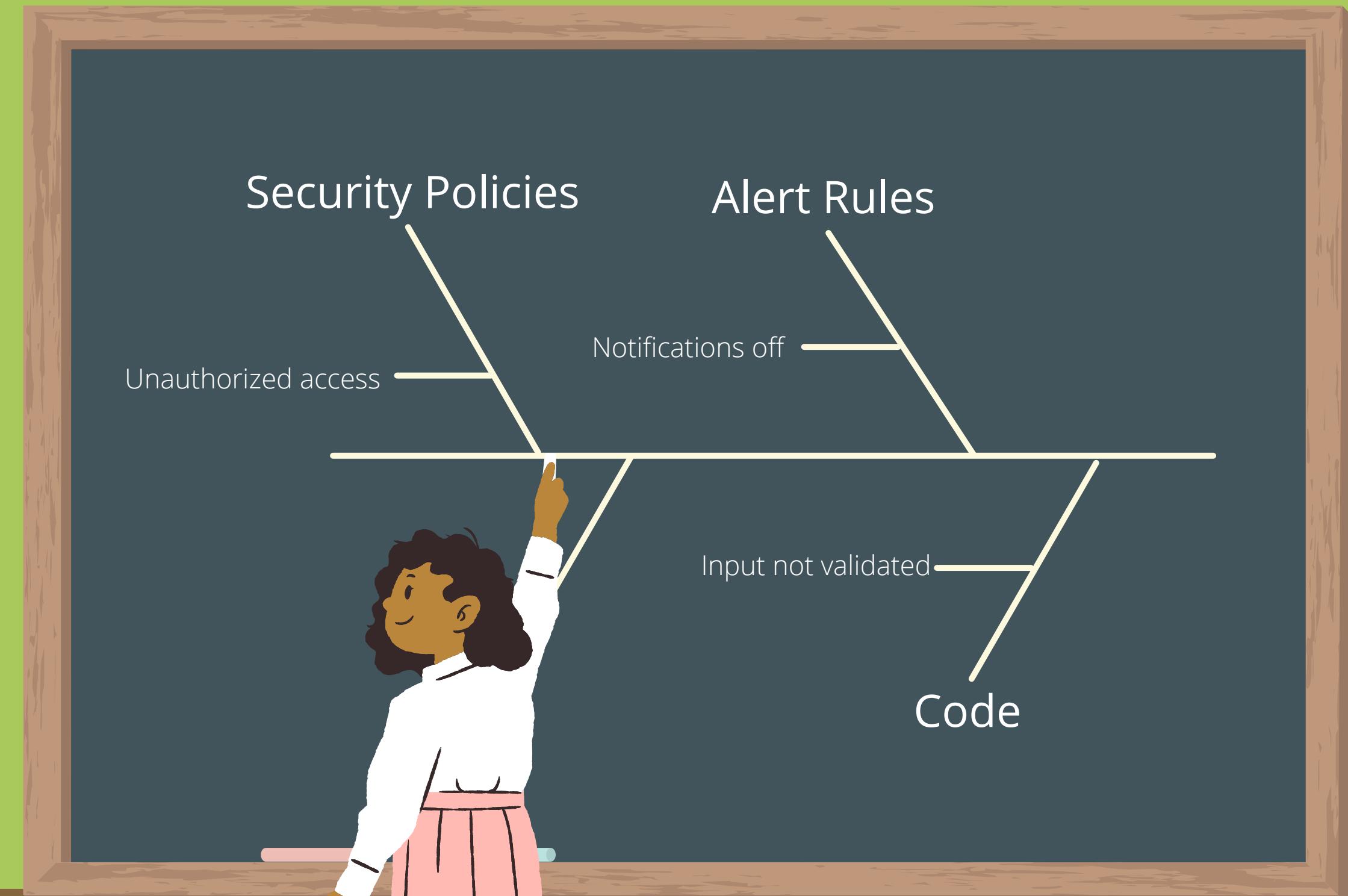
Answering requires serious thoughts and will be accounting for events that must have happened.



Ishikawa 'Fishbone' Diagram

It's a cause and effect diagram which helps in building inter relationships amongst the casual factors.

- The primary bones represent the causes.
- Subsequent bones account specific root causes.



Thank you!