

Source: Juran's Quality Handbook: The Complete Guide to Performance Excellence, 7th Edition

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16.1. High Points of This Chapter

1. Juran's RCCA approach is an effective method for identifying and addressing the root cause of sporadic problems in products and processes. It follows four basic steps: identify a problem, diagnose the cause, remedy the cause, and hold the gains.
2. Root cause analysis is one of the most critical skills all employees need to understand. The heart of this is the "cause and effect" relationships that occur in all organizations.
3. Plan-do-study-act (PDSA) and plan-do-check-act (PDCA) are similar and useful methods for root cause analysis, planning, and executing tests of potentially beneficial changes. They are used in services and health care organizations.
4. "Just do it" can be a useful approach when the need to solve a problem is urgent, the penalties for risks of failed "solutions" are low, and the rewards of effective (experience-based) solutions are high.