**CAUSAL ANALYSIS & RESOLUTION (CAR) REPORT**

**Type of CAR: <Reactive / Proactive>**

**Performed by :** Name…

**Discussed with Sr. management during … meeting**

**Problem Description**

Defect Removal Efficiency performance for PPB1 has not been that good as expected which has impact on business goals. Current Performance of DRE after PPB1 is 83.3 % which is on higher side as per expectations from customer.

**Impact**

It will have impact on the Customer Satisfaction Score.

**Root Cause**

Lack of understanding of functionalities by Testers and 100% test coverage and test environment management was not enforced

**Corrective Actions**

Training on better usage of traceability Matrix.

Training on Domain to testers and Constant BA support provided to Testers and developers.

Unit and Interface testing has strengthened along with the testing process and defect removal efficiency matrix.

**5 WHYs Worksheet**

**Define the Problem:**

Defect Removal Efficiency performance for PPB1 has not been that good as expected which has impact on business goals. Current Performance of DRE after PPB1 is 83.3 % which is on higher side as per expectations from customer.

**Why is it happening?** *(Identify each as a concern, influence or control.)*

Why is that?

1. Testers are not having good domain and Hardware- Software knowledge

Why is that?

2. Because they have not been trained adequately and supported by BAs and Functional Experts

Why is that?

3. Lack of usage of traceability Matrix also observed.

Why is that?

4. Testing process all aspects have not been followed rigorously.

Why is that?

5. End

***Caution:*** *If your last answer is something you cannot control go back up to previous answer.*