Project Presentation: Root Cause Analysis & Control Checks Implementation

■ Project Overview

The operational team faced recurring accuracy issues in data validation and reporting, driven by manual oversight and lack of systematic error tracking. To address this, a structured Root Cause Analysis (RCA) framework and a set of preventive Control Checks were introduced. These initiatives improved accuracy by approximately **15%** and significantly enhanced process reliability and confidence in outputs.

■ Key Objectives

• Identify recurring accuracy issues and quantify their impact.
• Introduce structured Root Cause Analysis to address systemic issues.
• Establish control checks to prevent error recurrence.
• Enhance accountability and transparency through standardized documentation.

■ Solution Approach

A cross-functional task force applied structured Root Cause Analysis (RCA) to trace data inaccuracies to their origins. This was followed by designing layered control checks — both automated and manual — to detect anomalies early. Visual dashboards and RCA logs were implemented to enable continuous monitoring and early intervention.
→ Mapped process failure points through RCA workshops.
→ Categorized issues under 'People', 'Process', and 'System' dimensions.
→ Implemented layered control checks at validation and approval stages.
→ Developed RCA documentation templates and action-tracking dashboards.
→ Trained teams in RCA methodology and control adherence.

■ Business Impact

✔ Improved accuracy by ~15% through targeted corrective actions.
✔ Enhanced traceability and visibility of recurring issues.
✔ Reduced rework and follow-up cycle time by ~20%.
✔ Strengthened compliance and audit readiness.
✔ Established a culture of proactive issue prevention.

■ Process Visualization (Illustrative)

Root Cause Analysis Flow (Illustrative)
Problem Identification → Data Gathering → Cause Analysis → Action Implementation → Control Verification

■ Next Steps

• Expand RCA framework to other critical processes.
• Automate control checks with rule-based alerts and exception dashboards.
• Establish periodic RCA review sessions to sustain improvements.
• Introduce predictive analytics to preempt potential failure points.

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