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## Getting to the Root Cause

Define Nonconformance:



1. Why did this happen?

Record #1 here:



2. Why did this happen?

Record #2 here:

**A. Meet w/ Process Owner & Operator (other SME's if necessary)**

**B. Define the nonconformance in as few words as possible, enter (hand written) in top box, i.e. *scope it down to a meaningful level***

**C. Ask why the nonconformance occurred and record as the 1st 'Why'**

**D. Ask why the 1st 'Why' occurred and record as the 2nd 'Why'.**

**E. Repeat these steps until Process Owner/Operator agree that you have reached the 'Root Cause' of the nonconformance**

**F. Test the Root Cause - see test page.**

*Note: Sometimes it will take more /less than 5 Whys to reach the true 'Root Cause'*

3. Why did this happen?



Record #3 here:

Record #4 here:



4. Why did this happen?

**#X - True Root Cause**



5. Why did this happen?

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## Preventing the Nonconformance


<b>Define Nonconformance:</b> <div></div>	<div> <div>←</div> 1. If I start/stop this, I can prevent the Nonconformance </div>
	<div>Record #1 here:</div> <div> <div>←</div> 2. If I start/stop this, I can prevent #1 from happening </div>
<p><b>G. Beginning with what you believe to be the 'True Root Cause', ask the Process Operator the following question: 'If I start or stop doing this , will I prevent the prior cause from happening'.</b></p> <p><b>H. If the starting or stopping of each progressive action eliminates the cause then you have found the preventative action and need to plan and implement accordingly.</b></p> <p><b>I. During this process you may discover more than one high potential root cause. If so you will need to prioritize the implementation based on time, cost, resource commitment and probability of prevention success.</b></p> <p><i>Note: You do not have to re-record the causes to do Steps G, H &amp; I - just ask the start/stop questions.</i></p>	<div>Record #2 here:</div> <div> <div>↑</div> 3. If I start/stop this, I can prevent #2 from happening </div>
	<div>Record #3 here:</div> <div> <div>→</div> 4. If I start/stop this, I can prevent #3 from happening </div>
<div>#X - True Root Cause</div> <div> <div>→</div> If I start/stop doing this, I can prevent #4 from happening </div>	

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### **HISTORY OF CHANGES**

<b>Version</b>	<b>Author</b>	<b>Section number changed and summary of the changes</b>	<b>Effective Date (YYYY-MM-DD)</b>
0	John Gaspari	Enter updates	2020-08-28

