



Root Cause/Corrective Action (RCCA) Worksheet

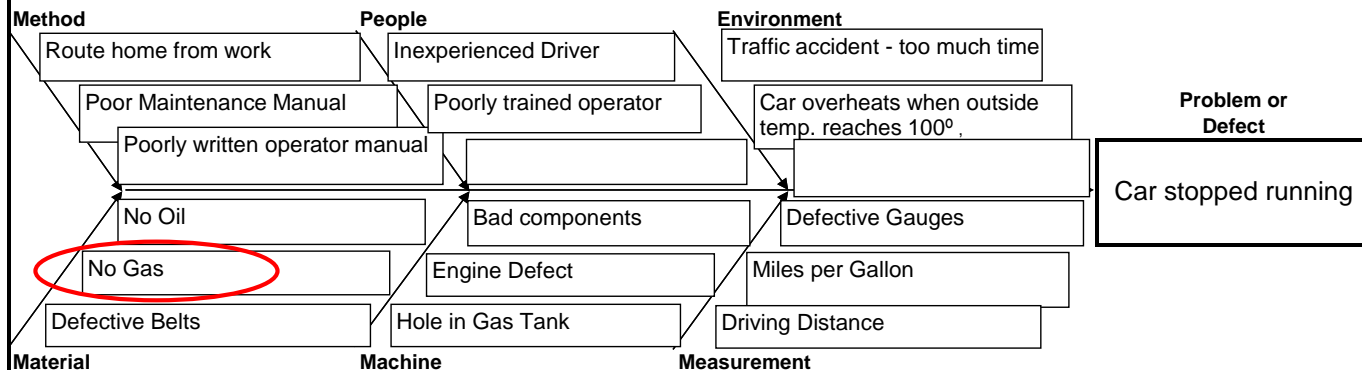
1. Define the Problem

Team Lead: Mr. McGoo Date Opened: 01/23/10
 Team Members: Penelope Purebred, Quickdraw McGraw

Problem Statement: Car stopped running on the way home from work in the middle of the road.

2. Identify the Factors

- Use the sample fishbone diagram below to:
- 1.) Define and list all contributing factors.
 - 2.) Circle the contributing factors which seem to have the biggest effect.
 - 3.) Rank the circled inputs: 10 strong affect / 5 moderate affect / 1 low effect



3. Analyze the Critical Factor(s)

Highest scoring factors from fishbone diagram

WHY did this [NAME PROBLEM] occur?

WHY did your car stop?

Because it ran out of gas.

Why did it run out of gas?

Because I didn't buy any gas on my way to work.

Why didn't you buy gas this morning?

Because I didn't have any money.

Why didn't you have any money?

Because I lost it all last night in a poker game.

Why did you lose all your money at the poker game?

Because I'm not very good at bluffing when I don't have a good hand.

Was the **ROOT CAUSE** identified?

Y N

Root Cause:

Lousy poker players should not gamble.

4. Suggested Corrective Action & Disposition

(Containment Response provides information on how problem was remedied for the short term)

State Action(s):	Date	Department	Process Owner
Call AAA and have them bring gas so you can get home.	1/23/2010	N/A	AAA

5. Implement Long Term Corrective Action

(Resolution response provides information on root cause of the issue and solution to prevent the issue from recurring)

State Action(s):	Date	Department	Process Owner
Join Gamblers Anonymous so you won't want to play poker. When this occurs you won't lose money playing poker and will have money to buy gas.	3/1/2010	N/A	Self

Distribution:

TBD