



ROOT CAUSE ANALYSIS (RCA) TRAINING

- Identifying and Solving the Real Problem
- Presented by: Priya Consultancy (I) Pvt Ltd
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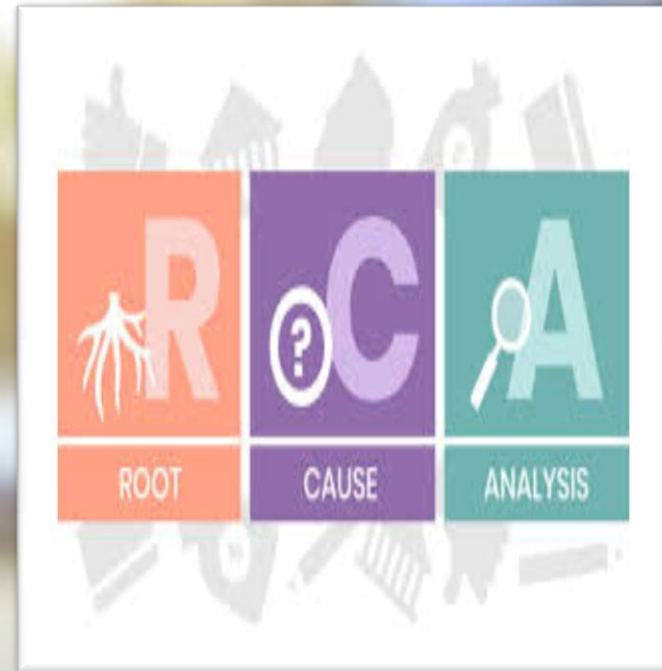
OBJECTIVES OF RCA TRAINING



- Understand what RCA is
- Learn different RCA techniques
- Apply RCA tools to real-life problems
- Improve process effectiveness and reduce errors

WHAT IS ROOT CAUSE ANALYSIS?

- – Definition: A method to identify the fundamental cause of a problem
- – Goal: Prevent recurrence, not just treat symptoms
- – Used in: Manufacturing, Healthcare, IT, Quality, etc.



WHEN TO USE RCA

- Repeated issues
- Major process breakdowns
- Customer complaints
- Safety incidents
- Audit non-conformities



RCA PROCESS OVERVIEW

1. Identify the Problem
2. Gather Data
3. Identify Possible Causal Factors
4. Identify the Root Cause(s)
5. Develop and Implement
Solutions
6. Monitor and Review



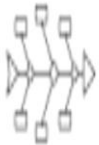
TOOLS FOR ROOT CAUSE ANALYSIS

- 5 Whys
- Fishbone Diagram
(Ishikawa)
- Pareto Analysis
- Fault Tree Analysis
- Flowcharts
- Brainstorming

RCA METHODS



5 WHY



FISHBONE DIAGRAM



PARETO CHART



FMEA



FTA

TOOL 1: 5 WHYS

Keep asking 'Why?' until the root cause is identified

Example:

1. Machine stopped → Why?
2. Fuse blew → Why?
3. Overloaded motor → Why?



TOOL 2: FISHBONE DIAGRAM

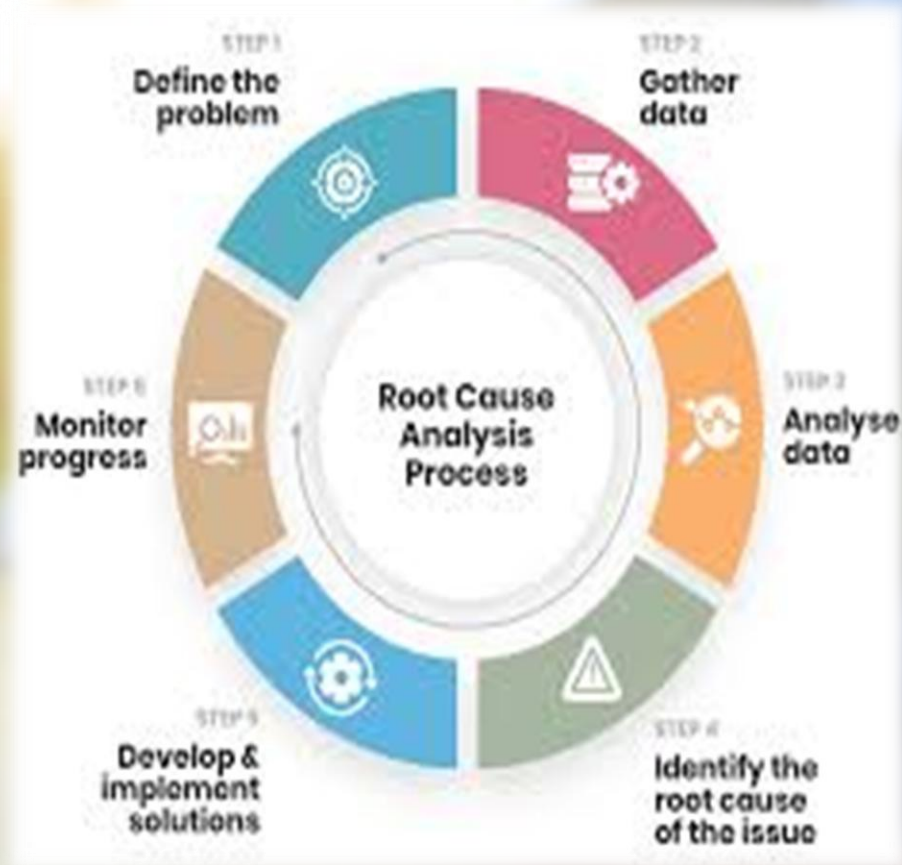
Categories:

- Man
- Machine
- Method
- Material
- Measurement
- Environment
- Helps visualize causes in a structured way



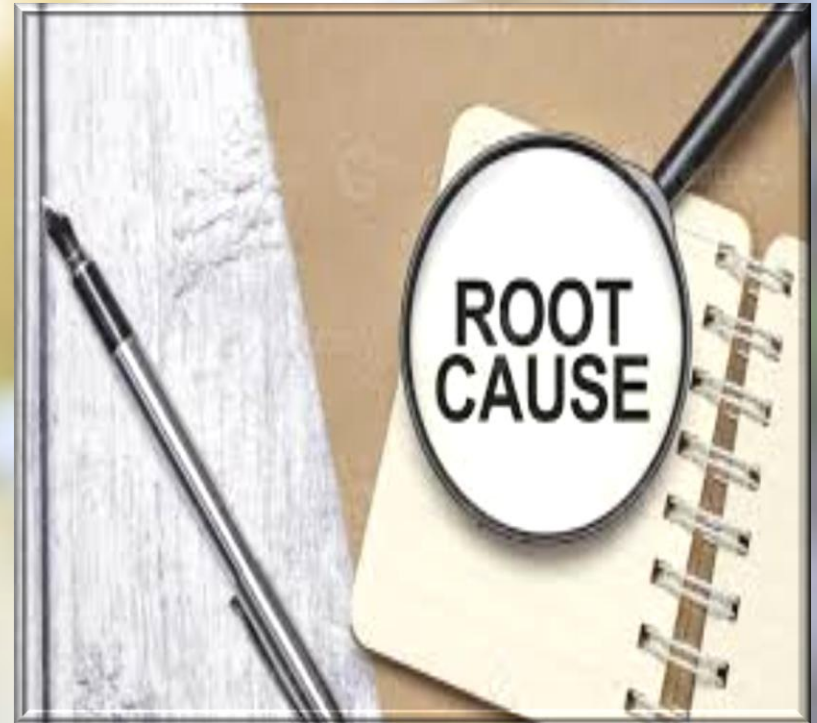
TOOL 3: PARETO ANALYSIS

- 80/20 Rule: 80% of problems come from 20% of causes
- Focus on the most significant contributors
- Use bar chart



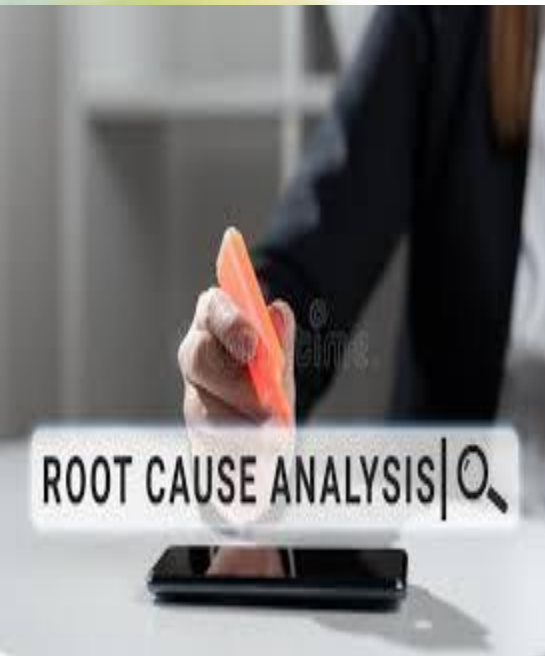
PREVENTIVE & CORRECTIVE ACTIONS

- Based on root cause
- Specific, Measurable,
Achievable
- Assign responsibilities
and timelines



BENEFITS OF RCA

- Long-term solutions
- Reduced cost and downtime
- Improved customer satisfaction
- Better safety and compliance



COMMON PITFALLS TO AVOID

- Jumping to conclusions
- Not involving team
- Incomplete data
- Focusing on symptoms



SUMMARY & KEY TAKEAWAYS



- RCA is a systematic problem-solving approach
- Use right tools for right problems
- Aim to solve the root, not the surface

THANK YOU

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