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# Root Cause Analysis Handbook

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CRC Press

Do you have recurring problems that are costing you time and money? Unresolved problems do more than aggravate. They can increase costs,

**Root Cause Analysis**

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lower quality, and drive customers away. Plus, quality management processes, such as ISO 9001, require organizations to have a corrective and preventive action process in place. Root cause analysis is integral to the success of any corrective action or problem-solving process. Unfortunately, root cause analysis is an often maligned, misunderstood, and misapplied process. Instead of viewing root cause analysis as an opportunity for improvement, many see it only as an admission that things have gone wrong. Root cause analysis should be seen as an opportunity, not a chore. This practical guide offers proven techniques for using root cause analysis in your organization. Inside you'll find: What root cause analysis is When (and when not) to use root cause analysis Who should participate in the root cause analysis process How to construct a root cause analysis checklist Examples of how a well-run root cause analysis process works And much more!

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*The Certified Six Sigma Green Belt Handbook, Second Edition*

Government Inst

This best-seller can help anyone whose role is to try to find specific causes for failures. It provides detailed steps for solving problems, focusing more heavily on the analytical process involved in finding the actual causes of problems. It does this using figures, diagrams, and tools useful for helping to make our thinking visible. This increases our ability to see what is truly significant and to better identify errors in our thinking. In the sections on finding root causes, this second edition now includes: more examples on the use of multi-vari charts; how thought experiments can help guide data interpretation; how to enhance the value of the data collection process; cautions for analyzing data; and what to do if one can't find the causes. In its guidance on solution

identification, biomimicry and TRIZ have been added as potential solution identification techniques. In addition, the appendices have been revised to include: an expanded breakdown of the 7 M's, which includes more than 50 specific possible causes; forms for tracking causes and solutions, which can help maintain alignment of actions; techniques for how to enhance the interview process; and example responses to problem situations that the reader can analyze for appropriateness.

Apollo Root Cause Analysis Asq Press

A clinically oriented handbook providing up-to-date recommendations for mastering the practical aspects of patient management for venous thromboembolism

Venous thromboembolism (VTE) is associated with high

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morbidity and mortality both in and out of the hospital setting, and is one of the commonest reasons for hospital attendances and admissions. Designed as a practical resource, the Handbook of Venous Thromboembolism covers the practical aspects of venous thromboembolism management in short and easily followed algorithms and tables. This important text helps physicians keep up-to-date with the latest recommendations for treating venous thromboembolism in clinic-oriented settings. Experts in fields such as the radiological diagnosis of pulmonary embolism and thrombophilia testing, give a succinct summary of the investigation, diagnosis and treatment of venous

thromboembolism and include evidence-based guidelines. With contributions from a team on internationally recognized experts, Handbook of Venous Thromboembolism is a source of information that specialists in the field can recommend to non-specialists and which the latter will be able to review to assist in their education and management of this wide-spread condition. This vital resource: Comprises of a clinically focused handbook, useful as a daily resource for the busy physician Offers a handbook written by an international team of specialists offering their experience on the practical aspects of venous thromboembolism management Addresses

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venous thrombosis prevention, a major focus for healthcare providers. Includes coverage on controversies in the management of venous thromboembolism so clinicians can understand how experts are practicing in real scenarios. Written for hematology trainees, emergency and acute medicine physicians, junior doctors, and primary care physicians, *Handbook of Venous Thromboembolism* covers the basics for treating patients with venous thromboembolism and offers guidelines from noted experts in the field.

Lubrication Degradation

CRC Press

Are you trying to improve performance, but find that the same problems keep getting in the way? Safety, health,

environmental quality, reliability, production, and security are at stake. You need the long-term planning that will keep the same issues from recurring. *Root Cause Analysis Handbook: A Guide to Effective Incident Investigation* is a powerful tool that gives you a detailed step-by-step process for learning from experience. Reach for this handbook any time you need field-tested advice for investigating, categorizing, reporting and trending, and ultimately eliminating the root causes of incidents. It includes step-by-step instructions, checklists, and forms for performing an analysis and enables users to effectively incorporate the methodology and apply it to a variety of situations. Using the structured techniques in the *Root Cause Analysis Handbook*, you will: Understand why root causes are important. Identify and define inherent problems.

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Collect data for problem-solving. Analyze data for root causes. Generate practical recommendations. The third edition of this global classic is the most comprehensive, all-in-one package of book, downloadable resources, color-coded RCA map, and licensed access to online resources currently available for Root Cause Analysis (RCA). Called by users "the best resource on the subject" and "in a league of its own." Based on globally successful, proprietary methodology developed by ABS Consulting, an international firm with 50 years' experience in 35 countries. Root Cause Analysis Handbook is widely used in corporate training programs and college courses all over the world. If you are responsible for quality, reliability, safety, and/or risk management, you'll want this comprehensive and practical resource at your fingertips. The book has also

been selected by the American Society for Quality (ASQ) and the Risk and Insurance Society (RIMS) as a "must have" for their members.

Patient Safety Gatekeeper Press

This reference manual is designed to help those interested in passing the ASQ's certification exam for Six Sigma Green Belts and others who want a handy reference to the appropriate materials needed to conduct successful Green Belt projects. It is a reference handbook on running projects for those who are already knowledgeable about process improvement and variation reduction. The primary layout of the handbook follows the ASQ Body of Knowledge (BoK) for the Certified Six Sigma Green Belt (CSSGB) updated in 2015. The authors were involved with the first edition handbook, and have utilized first edition user comments, numerous Six Sigma practitioners, and their own personal knowledge gained through helping others prepare for exams to bring together a handbook that they hope will be

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very beneficial to anyone seeking to pass the ASQ or other Green Belt exams. In addition to the primary text, the authors have added a number of new appendixes, an expanded acronym list, new practice exam questions, and other additional materials

### Root Cause Analysis Sigma Theta Tau

Although there are many books on root cause analysis (RCA), most concentrate on team actions such as brainstorming and using quality tools to discuss the failure under investigation. These may be necessary steps during RCA, but authors often fail to mention the most important member of an RCA team—the failed part. *Root Cause Analysis: A Step-By-Step Guide to Using the Right Tool at the Right Time* provides authoritative guidance on how to empirically investigate quality failures using scientific method in the form of cycles of plan-do-check-act (PDCA), supported by the use of quality tools. Focusing on the use of proven quality tools to empirically investigate issues, the book starts by describing the theoretical background behind

using the scientific method and quality tools for RCA. Next, it supplies step-by-step instructions for performing RCA with the tools discussed in the first section. The book's clear examples illustrate how to integrate PDCA with the scientific method and quality tools when investigating real-world quality failures. This RCA guide provides root cause investigators with a tool kit for the quick and accurate selection of the appropriate tool during a root cause investigation. It includes an appendix with a guide to tool selection based on the intended use of the tool. There is also an appendix that defines the terminology used in the book. After reading this book, you will understand how to integrate the scientific method, quality tools, and statistics, in the form of exploratory data analysis, to build a picture of the actual situation under investigation that will lead you to the true root cause of an event. The tools and concepts presented in the text are appropriate for professionals in both the manufacturing and service industries.

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## Simplifying Cause Analysis Routledge

The book follows a proven training outline, including real-life examples and exercises, to teach healthcare professionals and students how to lead effective and successful Root Cause Analysis (RCA) to eliminate patient harm. This book discusses the need for RCA in the healthcare sector, providing practical advice for its facilitation. It addresses when to use RCA, how to create effective RCA action plans, and how to prevent common RCA failures. An RCA training curriculum is also included. This book is intended for those leading RCAs of patient harm events, leaders, students, and patient safety advocates who are interested in gaining more knowledge about RCA in healthcare.

## A guide to quality improvement methods CRC Press

Medical Device Use Error: Root Cause Analysis offers practical guidance on how to methodically discover and explain the root cause of a use error—a mistake—that occurs when someone uses a medical device. Covering medical devices used in the home and those used in clinical environments, the book presents informative case studies about the use errors Root Cause Analysis, Second Edition CRC Press

Root Cause Analysis, or RCA, "What is it?" Everyone uses the term, but everyone does it differently. How can we have any uniformity in our approach, much less accurately compare our results, if we're applying different definitions? At a high level, we will explain the difference between RCA and Shallow Cause Analysis, because that is the difference between allowing a failure to recur or dramatically reducing the risk of recurrence. In this book, we will



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get down to basics about RCA, the fundamentals of blocking and tackling, and explain the common steps of any investigative occupation. Common investigation steps include: Preserving evidence (data)/not allowing hearsay to fly as fact Organizing an appropriate team/minimizing potential bias Analyzing the events/reconstructing the incident based on actual evidence Communicating findings and recommendations/ensuring effective recommendations are actually developed and implemented Tracking bottom-line results/ensuring that identified, meaningful metrics were attained We explore, "Why don't things always go as planned?" When our actual plans deviate from our intended plans, we usually experience some type of undesirable or unintended outcome. We analyze the anatomy of a failure (undesirable outcome) and provide a step-by-step guide to conducting a comprehensive RCA based on our 3+ decades of applying RCA as we have successfully practiced it in the field.

This book is written as a how-to guide to effectively apply the PROACT(R) RCA methodology to any undesirable outcome, is directed at practitioners who have to do the real work, focuses on the core elements of any investigation, and provides a field-proven case as a model for effective application. This book is for anyone charged with having a thorough understanding of why something went wrong, such as those in EH&S, maintenance, reliability, quality, engineering, and operations to name just a few. **Cu-RE Your Fatigue: The Root Cause and How To Fix It On Your Own** McGraw Hill Professional A guide to quality improvement methods from Healthcare Quality Improvement Partnership (HQIP) brings together twelve quality improvement (QI) methods, providing an overview of each and practical advice on how and when to implement them, with illustrative case examples. QI methods covered include

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clinical audit; Plan, Do, Study, Act; model for improvement; LEAN/Six Sigma; performance benchmarking, process mapping and statistical process control and it is aimed at all professionals with an interest in QI. The purpose of this guidance is to signpost those working within, leading, commissioning and using healthcare services to a broad range of quality improvement methods. It should be especially useful to those putting together quality improvement programmes.

Root Cause Analysis, Second Edition Elsevier

Root Cause Analysis Handbook Rothstein Publishing

The Professional Skills Handbook For Engineers And Technical Professionals  
Root Cause Analysis Handbook

The overwhelming majority of a software system ' s

lifespan is spent in use, not in design or implementation. So, why does conventional wisdom insist that software engineers focus primarily on the design and development of large-scale computing systems? In this collection of essays and articles, key members of Google ' s Site Reliability Team explain how and why their commitment to the entire lifecycle has enabled the company to successfully build, deploy, monitor, and maintain some of the largest software systems in the world. You ' ll learn the principles and practices that enable Google engineers to make systems more scalable, reliable, and efficient—lessons directly applicable to your organization. This book is divided into four sections: Introduction—Learn what site reliability engineering is and why it differs from

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conventional IT industry practices  
Principles—Examine the patterns, behaviors, and areas of concern that influence the work of a site reliability engineer (SRE)  
Practices—Understand the theory and practice of an SRE ' s day-to-day work: building and operating large distributed computing systems  
Management—Explore Google's best practices for training, communication, and meetings that your organization can use  
5 Whys Quality Press  
Root Cause Failure Analysis provides the concepts needed to effectively perform industrial troubleshooting investigations. It describes the methodology to perform Root Cause Failure Analysis (RCFA), one of the hottest topics currently in maintenance engineering. It also includes detailed

equipment design and troubleshooting guidelines, which are needed to perform RCFA on machinery found in most production facilities. This is the latest book in a new series published by Butterworth-Heinemann in association with PLANT ENGINEERING magazine. PLANT ENGINEERING fills a unique information need for the men and women who operate and maintain industrial plants. It bridges the information gap between engineering education and practical application. As technology advances at increasingly faster rates, this information service is becoming more and more important. Since its first issue in 1947, PLANT ENGINEERING has stood as the leading problem-solving information source for America's industrial plant engineers, and this book series will effectively contribute to that resource and reputation. Provides information essential

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to industrial troubleshooting investigations Describes the methods of root cause failure analysis, a hot topic in maintenance engineering Includes detailed equipment-design guidelines

TapRoot Rothstein Associates Inc

All organizations experience unintended variation and its consequences. Such problems exist within a broad range of scope, persistence, and severity across different industries. Some problems cause minor nuisances, others leads to loss of customers or money, others yet can be a matter of life and death. The purpose of this pocket guide is to provide you with easily accessible knowledge about the art of problem solving, with a specific focus on identifying and eliminating root causes of problems. Root cause analysis is a skill that absolutely everybody should master, irrespective of which sector you work in, what educational

background you have, and which position in the organization you hold. The content in this little pocket guide can contribute to disseminating this skill a little further in the world.

The PROACT® Root Cause Analysis Quality Press

Handbook of Materials

Failure Analysis: With Case Studies from the Chemicals, Concrete and Power

Industries provides an in-depth examination of materials failure in specific situations, a vital component in both developing and engineering new solutions.

This handbook covers analysis of materials failure in the chemical, power, and structures arenas, where the failure of a single component can result in devastating consequences and costs.

Material defects, mechanical failure as a result of improper

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design, corrosion, surface fracture, and other failure mechanisms are described in the context of real world case studies involving steam generators, boiler tubes, gas turbine blades, welded structures, chemical conversion reactors and more. This book is an indispensable reference for engineers and scientists studying the mechanisms of failure in these fields. Introduces readers to modern analytical techniques in materials failure analysis Combines foundational knowledge with current research on the latest developments and innovations in the field Includes many compelling case studies of materials failure in chemical processing plants, concrete structures, and power generation systems

Professional Accident

Investigation Butterworth-Heinemann  
This book describes the methods and tools used to develop and implement an effective TQM program. it provides a practical explanation of root cause analysis and discusses the proactive use of analysis techniques for the prediction and prevention of problems. it emphasizes the basic concepts, various analysis techniques, and their common purpose in determining the true cause of problems.

Electronic Failure Analysis Handbook John Wiley & Sons  
This book comprehensively outlines what a holistic and effective Root Cause Analysis (RCA) system looks like. From the designing of the support infrastructure to the measuring of effectiveness on

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the bottom-line, this book provides the blueprint for making it happen. While traditionally RCA is viewed as a reactive tool, the authors will show how it can be applied proactively to prevent failures from occurring in the first place. RCA is a key element of any successful Reliability Engineering initiative. Such initiatives are comprised of equipment, process and human reliability foundations. Human reliability is critical to the success of a true RCA approach. This book explores the anatomy of a failure (undesirable outcome) as well as a potential failure (high risks). Virtually all failures are triggered by errors of omission or commission by human beings. The methodologies described in this book are applicable to any industry because the focus is on the human being's ability to think through why things go wrong, not on the industry or the nature of the failure. This book correlates reliability to safety as well as human performance improvement efforts. The author has provided a healthy balance between theory and practical application, wrapping up with case studies demonstrating bottom-line results. Features Outlines in detail every aspect of an effective RCA ' system ' Displays appreciation for the role of understanding the physics of a failure as well as the human and system ' s contribution Demonstrates the role of RCA in a comprehensive Asset Performance Management (APM) system Explores the correlation between Reliability Engineering and Safety Integrates the concepts of Human Performance

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## Improvement, Learning Teams, and Human Error Reduction approaches into RCA

What's Your Problem? Identifying and Solving the Five Types of Process Problems CRC Press

The answer is root cause analysis, a process that allows you to find the cause of single events/problems in the workplace. The Root Cause Analysis Handbook presents a walkthrough example that illustrates the method and shows how to implement it. Because poor initial problem definition can (and often does) undermine the problem-solving process, Ammerman places special emphasis on this area to build a solid foundation for effective analysis. He also provides guidance on preparing the final report. The need for clear documentation on dealing with problems makes this book especially valuable for quality managers, engineers, safety managers, and teams implementing the ISO or QS standards. Written in a simple, user-friendly style, you will grasp

the core concepts quickly and begin applying them to your work.

The ASQ Pocket Guide to Root Cause Analysis Quality Press

This updated and expanded edition discusses many different tools for root cause analysis and presents them in an easy-to-follow structure: a general description of the tool, its purpose and typical applications, the procedure when using it, an example of its use, a checklist to help you make sure it is applied properly, and different forms and templates (that can also be found on an accompanying CD-ROM). The examples used are general enough to apply to any industry or market. The layout of the book has been designed to help speed your learning. Throughout, the authors have split the pages into two halves: the top half

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presents key concepts using brief language almost keywords and the bottom half uses examples to help explain those concepts. A roadmap in the margin of every page simplifies navigating the book and searching for specific topics. The book is suited for employees and managers at any organizational level in any type of industry, including service, manufacturing, and the public sector.

Medication Safety Officer's Handbook CRC Press

In the work environment we need to ask ourselves to know more about what is actually happening in the process. Have you ever wondered why a problem happened? Discover how to identify the root cause with the book 5 why.