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Root Cause Analysis Handbook ABS Consulting, Lee N. Vanden Heuvel, 2005 Root Cause Analysis Handbook A Guide to Effective Incident Investigation presents a proven system designed for investigating categorizing and ultimately eliminating root causes of incidents with safety health environmental quality reliability and production process impacts Defined as a tool to help investigators describe what happened to determine how it happened and to understand why it happened the Root Cause Analysis System enables businesses to generate specific concrete recommendations for preventing incident recurrences Using the factual data of the incident the system also allows quality safety and risk and reliability managers an opportunity to implement more reliable and more cost effective policies that result in major long term opportunities for improvement Such process improvements increase a business ability to recover from and prevent disasters with both financial and health and safety implications Special features include a 17 inch by 22 inch pull out Root Cause Map a powerful tool for identifying and coding root causes The book helps readers to understand why root causes are important to identify and define inherent problems to collect data for problem solving to analyze data for root causes and to generate practical recommendations This edition is a reprinting of the 199 edition ORGANIZATION OF THE ROOT CAUSE ANALYSIS HANDBOOK The focus of this handbook is on the application of the Root Cause Map to the root cause analysis process The Root Cause Map is used in one of the later steps of the root cause analysis process to identify the underlying management systems that caused the event to occur or made the consequences of the event more severe The first five chapters of this handbook are an overview of the root cause analysis process These provide the context for use of the Root Cause Map Chapter 6 provides references Chapter 1 Introduction to Root Cause Analysis presents a basic overview of the SOURCE Seeking Out the Underlying Root Causes of Events root cause analysis process Chapter 2 Collecting and Preserving Data for Analysis outlines the types of data and data sources that are available Chapters 3 4 and 5 describe the three major steps in the root cause analysis process Chapter 3 Data Analysis Using Causal Factor Charting provides a step by step description of causal factor charting techniques Chapter 4 Root Cause Identification explains the organization and use of the Root Cause Map Chapter 5 Recommendation Generation and Implementation provides guidance on developing and implementing corrective actions The references section Chapter 6 provides additional information for those interested in learning more about specific items contained in the handbook Appendix A Root Cause Map Node Descriptions describes each segment of the Root Cause Map and presents detailed descriptions of the individual nodes on the map Appendix B is the Root Cause Map itself

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