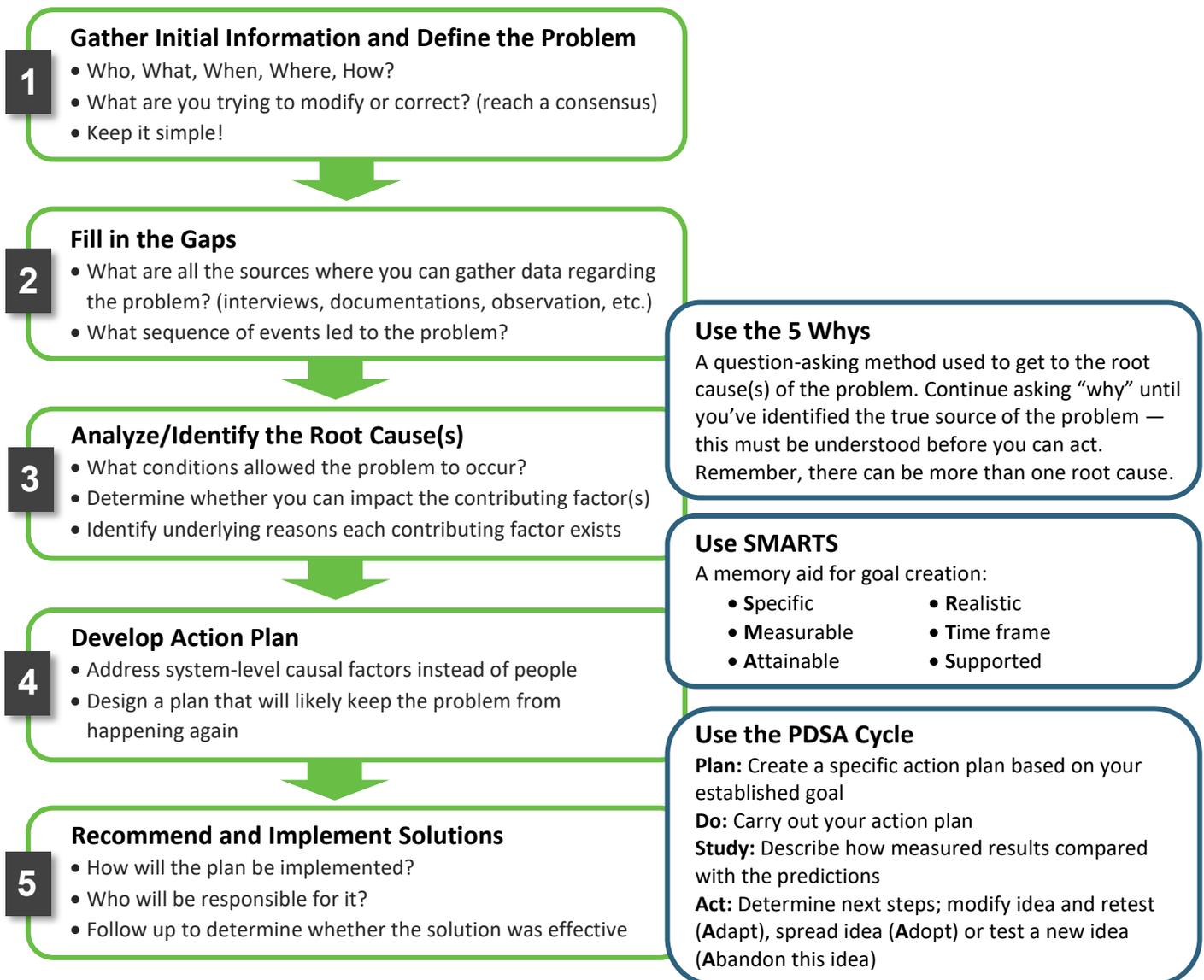


Root Cause Analysis Process

Root cause analysis (RCA) seeks to identify the primary cause(s) of a problem, so you can:

1. Determine what happened
2. Determine why it happened
3. Figure out what to do to reduce the likelihood that it will happen again

FIVE STEPS



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