

# Elimination of Costly Process or Equipment-Related Problems

## Typical Characteristics of Costly Problems

- Have multiple root causes and some are very difficult to uncover
- Cause and effect relationships are far apart in time or space
- Root causes require innovative solutions

## RCA Facilitation

Our approach is based on analyzing the Problem using a cross-functional team of 5 - 7 people. One of our consultants facilitates the process and provides unbiased engineering expertise; a team leader (from the client) is responsible for **Solving the Problem**. The team works full-time on the project during one or two weeks to:

- Learn the RCA methodology
- Define the problem and set objectives for its resolution
- Collect data to verify the hypotheses
- Develop the logic tree until root causes are uncovered
- Document and present the findings
- Prepare an action plan to resolve the problem

The team continues working on the analysis, part-time, until the problem is solved. This may take some time depending on the nature of the problem, the production process and the equipment involved. Short follow-up visits by our consultant may be beneficial.

## Benefits of Our Approach

- During the initial visit the trivial root causes related to maintenance and operations are generally eliminated
- While some of the trivial causes are being eliminated we continue analyzing the problem and discovering new causes
- Analysis is carried out to uncover physical, human and latent root causes. This depth of analysis generally provides very effective and inexpensive solutions
- Decisions are team based so; the course of action is generally sound
- The learning is 100% related to the company - best training possible
- Resolving one costly problem provides great return-on-investment and generates enthusiasm to continue with others