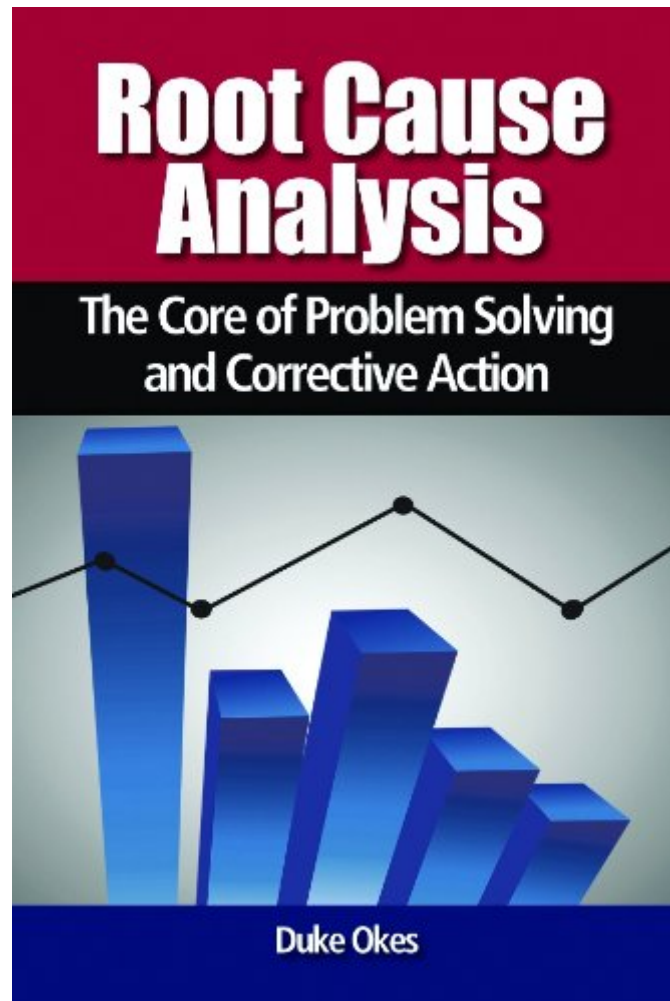


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# Root Cause Analysis: The Core Of Problem Solving And Corrective Action



## Synopsis

We live in a complex world. People and organizations often don't believe they have the time to perform the in-depth analyses required to solve problems. Instead, they take remedial actions to make the problem less visible and implement a patchwork of ad hoc solutions they hope will prevent recurrence. Then when the problem returns, they get frustrated and the cycle repeats. This book provides detailed steps for how to solve problems, focusing more heavily on the analytical process involved in finding the actual causes of problems. It does so using a large number of figures, diagrams, and tools useful for helping make our thinking visible. The primary focus is on solving repetitive problems, rather than performing investigations for major incidents/accidents. Most of the terminology used is everyday language and can therefore also be used for applications in their personal lives. Many of the examples will involve situations with which the reader will likely be familiar. The focus of the book not on statistics but instead on the logic of finding causes. It has sometimes been described in training workshops as "Six Sigma lite" - problem solving without all the heavy statistics.

## Book Information

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## Customer Reviews

Since studying under Duke and using the techniques he teaches in the book, I've stopped using traditional quality tools for RCA. The most practical and logical methods I've ever used for RCA are layed out here and I highly recommend it to those who have felt, as I did, that there should be a better way (something is missing) using traditional methods. Duke includes traditional methods as part of his technique, but it's really not necessary. His method gets it done.

Super interesting book....although very few people are excited by problem solving!! This book is applicable to our everyday personal and professional competencies. This book simplistically defines the best approach to problem solving in a repeatable method that optimizes the development of effective and efficient solutions that heighten productivity and diminishes waste. The graphics support the reading whether you are auditory or visual. The examples are easily understood. It is such a quick read that anyone from middle school to a Ph D. level can find value in this reading. I have referred this book to at least 7 people on my team. I am teaching a workplace course from this book beginning in Januaryâ |wish me luck.

I purchased this book several years ago and still refer to it when I face a range of problems, from process issues at work to structural issues in organizations I run. Common sense makes this book stand out. Okes doesn't grand stand. He simply knows what he's talking about. Worth a read and worth owning. Share, but don't lend out. You won't get it back!

The author obviously has a deep experience in the area of Root cause analysis and covers every aspects of this subject. I am impressed by the systematic / structured approach recommended by the author. The only thing that I can think of that I can make this book better is to provide examples of real problems and use the method to solve it using the various methods. That would have been very helpful.

This is the book you need to help your organization succeed in problem solving. The author has done a great job of communicating the essential elements and how they should be used. A great resource for everyone from the shop floor to the CEO.

Okes has done a remarkable job creating a book that is readable, concise and useful. There are several well-known books which will smother you with statistics and studies. Okes' book is a

common sense introduction to root cause analysis that is general enough to be widely applicable, but specific enough to help most front-line people sharpen their troubleshooting process. The examples are well-chosen and pointed, and the graphs and charts are explicit and well-explained. If you need to troubleshoot or perform root cause analyses, this is an excellent book to keep on your bookshelf. Scott Cromar Author: "Solaris Troubleshooting Handbook" and "From Techie to Boss"

A well scripted book for all levels of problem solving needs. The beginner through the expert can extract the knowledge needed to analyze and solve their respective problems. Chapter 10 is especially informative for the problem solver to work past organization behavioral biases.

Concise, practical information written in an easy-to-read, common-sense format. The author's goal of informing the reader on the "logic of finding causes" is well met, along with the bonus of the logic of finding solutions, using the author's "DO IT" model. Well done.

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