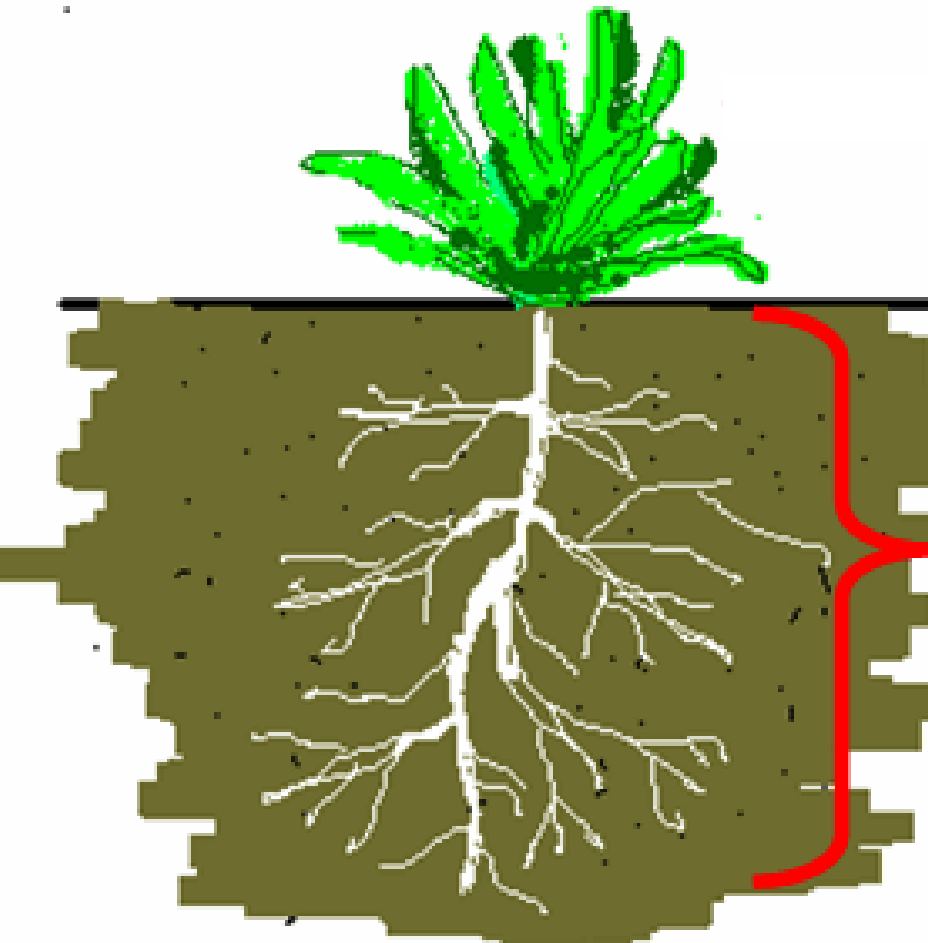


# Root Cause Analysis



- Root cause analysis helps identify what, how and why something happened, thus preventing recurrence.
- Root causes are underlying, are reasonably identifiable, can be controlled by management and allow for generation of recommendations.
- The process involves data collection, cause charting, root cause identification and recommendation generation and implementation.