

## Root Cause Analysis

### Scope

This guide describes the best way to conduct a root cause analysis, from how it is initiated until the root cause failure has been identified and addressed. The guide is intended to make it possible to conduct a root cause analysis without major system support. To some extent it provides a description of the introduction, handling and further development of methods.

The purpose of a root cause analysis is to identify in a structured way what has caused an adverse event. The benefit of a root cause analysis is that it produces practical suggestions for how to prevent or minimise the consequences of, for example, lost production or near accidents, and thereby to improve availability and safety at the plant.

Appendix 1 - "Flow chart" shows the work process for the steps described in section 6 - "Implementation" of this guide.

### Contents

<b>1</b>	<b>Related documents</b>	2
<b>2</b>	<b>Terminology</b>	2
<b>3</b>	<b>General</b>	2
3.1	Demarcation	2
3.2	Action plan	2
<b>4</b>	<b>Social maturity</b>	2
4.1	Management	3
4.2	Interview technique	3
<b>5</b>	<b>Preconditions</b>	3
<b>6</b>	<b>Implementation</b>	3
6.1	Assess whether a root cause analysis should be conducted	3
6.2	Assignment description before root cause analysis	4
6.3	Collect data	5
6.3.1	Set up an analysis group	5
6.4	Analyse data	6
6.4.1	Methodologies	6
6.5	Define root causes, draw up action plan	6
6.6	Report and prioritise action plan	7
6.7	Approval and validation of the report	7
6.8	Acceptance of action plan	7
6.9	Follow-up on action plan	8
6.10	Conclusion	8
<b>7</b>	<b>References</b>	8

Appendix 1: Flow chart

Appendix 2: Root Cause Analysis Investigation Report

Appendix 3: Examples of analytical methods

Appendix 4: Example of completed root cause analysis, technical

Appendix 5: Example of completed root cause analysis, near accident