**Step 3 – Root Cause Analysis Models – Part One**

Consider the root cause analysis systems used at your organization:

1. Which of these models have been used to investigate a failure at your organization? If it’s not a task you’ve participated in, ask your supervisor or other leader.
   * 5 Whys
   * Design and Application Review
   * Ishikawa (Fishbone)
2. Think of 3 failures you’ve encountered that would be suited to each of the 3 models. Why did you choose that model for that failure?
   * 5 Whys: Good, everyday problem solving
   * Design and Application Review: Used to evaluate applications, maintenance and operating practices
   * Ishikawa (Fishbone): Examines failures from the perspective of contributing factors such as: methods, men, materials, machines
3. Identify an event that triggers an RCA or identify a recurring failure or problem to address. Apply what you’ve learned about Target Conditions, Notifications, Clarification/Classification. Then, choose one of the 3 models and apply it to this problem.
   * How did applying a systematic investigation process help?
   * What made you choose the model you did for the type of failure?
   * What benefits did you discover by using the RCA method versus using no system at all?