

Root Cause Analysis Interview and Evidence Preservation

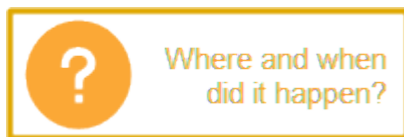
Follow this guide to collect information about the failure/event/incident.



Clearly describe the specific event, failure or incident. Did it also occur in similar units, or is it specific to this location? Gather physical evidence that will confirm the failure mode. Preserve all physical evidence and fully document the scene of the event. Pictures, drawings and video are useful tools. (see Evidence Preservation Checklist)



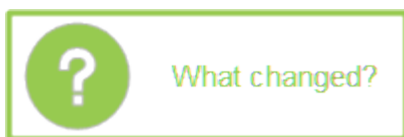
Identify all personnel directly or indirectly involved in the event and plan to interview promptly to preserve information. Include supervision and management of the affected area.



Identify the specific machine, system or area where the event occurred. The ability to absolutely fix the timing of the event will greatly improve analysis. Clearly define the timeframe and sequence of events that bound the event.



Quantify, in terms of loss, injury, reliability, or productivity, the impact of the event.



Collect all data that define the environment before, during and after the event. Data should include all operating, maintenance and environmental variables. Itemize all changes in product, practices, procedures, environment, etc. that may have contributed to the event.



Determine the probability of a recurrence of the event or similar events. Implement countermeasures to avoid a recurrence of the event or similar events until the root-cause analysis can be completed.

Evidence Preservation Checklist

- ☐ Collect input
 - ☐ Personnel/witness statements
 - ☐ Interviews or peer review reports

- ☐ Preserve equipment, machinery, hardware
 - ☐ Condition
 - ☐ Location
 - ☐ Materials (removed or as-installed)
 - ☐ Unusual sights, smells or sounds
 - ☐ Equipment readouts

- ☐ Obtain and preserve documentation
 - ☐ Regulations and standards
 - ☐ Standard operating procedures
 - ☐ Work instructions
 - ☐ Design drawings
 - ☐ Operator logs
 - ☐ Equipment logs
 - ☐ Process variables
 - ☐ Work history (requests, orders, etc.)
 - ☐ Maintenance history
 - ☐ Quality history
 - ☐ Work schedules
 - ☐ Computer printouts
 - ☐ Signage

- ☐ Document evidence
 - ☐ Photos, sketches, drawings, and maps
 - ☐ Videos