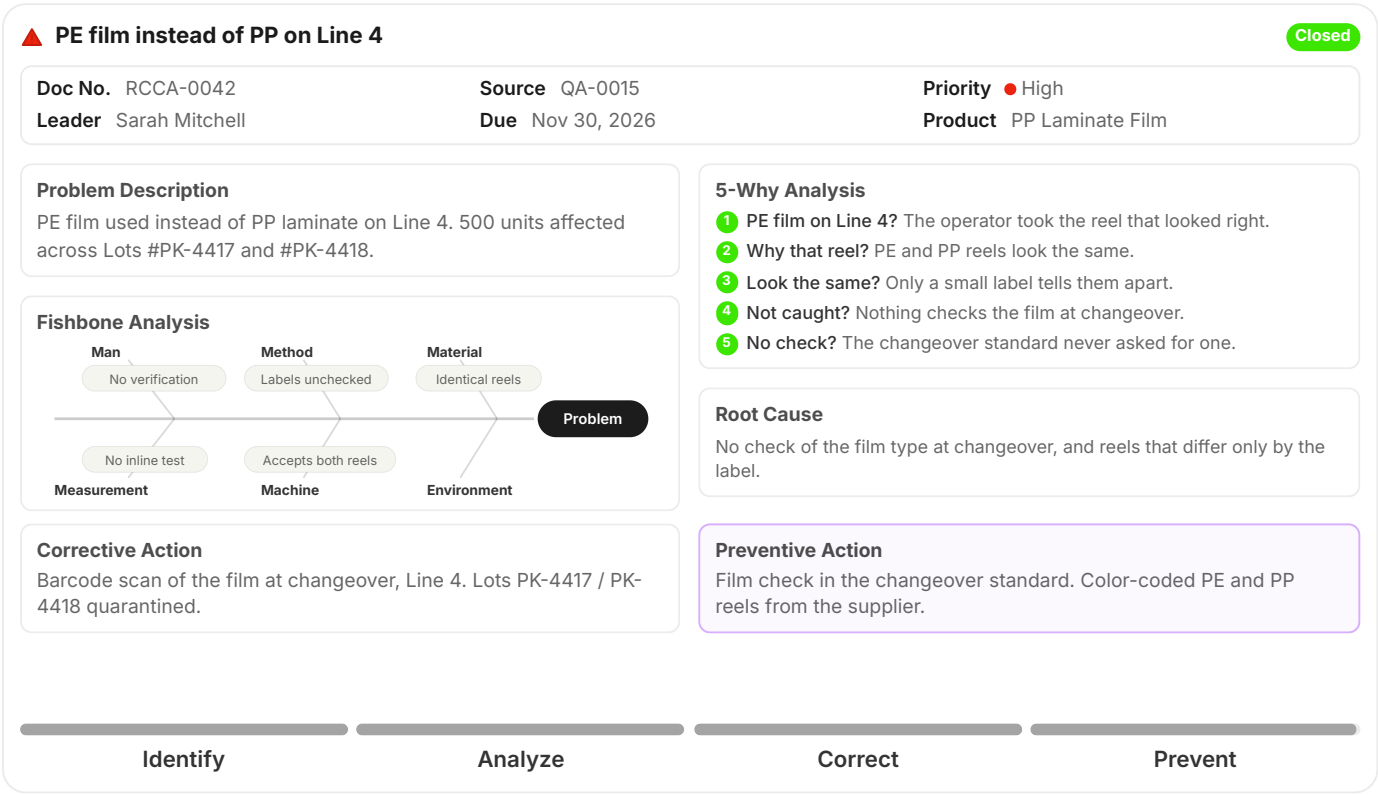
Fix the root cause, not the symptom.

5-Why analysis, Pareto charts, and corrective action tracking. Solve problems permanently. Stop the same issues from coming back.



The same problems kept returning

You fixed it last month. And the month before that. The corrective action was "retrain the operator" and everyone moved on. But the problem came back, because nobody dug deep enough to find the real cause.

Now problems stay solved

5-Why, fishbone and Pareto in TeamGuru take teams past the first answer to the cause they can actually fix. Each root cause gets corrective and preventive actions with an owner and a due date. A follow-up with its own due date checks that the fix held.

- **5-Why and fishbone in one place**
- **Pareto shows what matters most**
- **Corrective and preventive actions**
- **Follow-up with a due date**

HOW IT WORKS

The same reel of film, from a PPM spike to a fix that held

1 Start from the alert and the number it hit

Initiate RCCA on the quality alert opens the analysis with the title carried over and the two documents linked. The team links the KPI the problem hit, and its chart sits in the problem statement: customer PPM at Torrance, September far over plan.

2 Look in six directions before you blame the operator

The fishbone takes the team through man, method, material, machine, measurement and environment. The strongest branch goes into a 5-Why until the answer is something you can change. The root cause summary says it in one sentence.

3 Pareto shows how big it really is

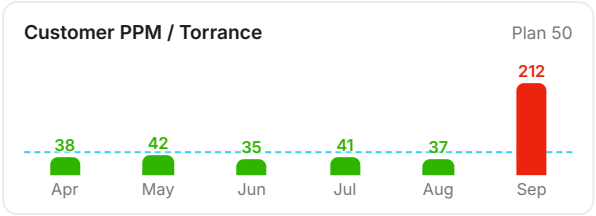
A Pareto of the quarter's customer PPM sits in the same analysis. Wrong material is the tallest bar, ahead of damage and labels. So the fix goes to every line that changes film, not just Line 4.

4 Every fix has a name and a date

Containment already ran in the alert. Here go the corrective and preventive actions, each with an owner, a due date and a percent done. The Gantt shows them side by side, and a missed due date turns red.

5 Two months later, someone checks it held

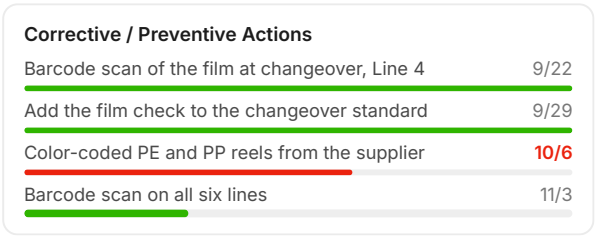
Verification and follow-up has its own due date. The team puts the same PPM chart next to the fix: October and November back under plan. Lessons learned records where else the fix applies.

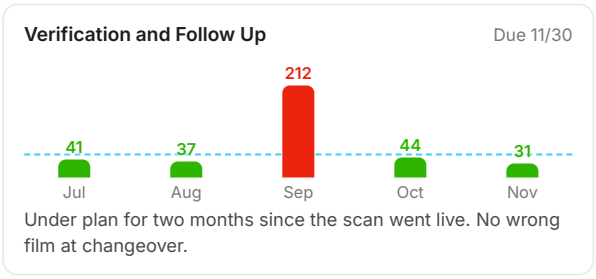


5 Why analysis

Why? 1 PE film went on Line 4 instead of PP.
Why? 2 The operator took the reel that looked right.
Why? 3 PE and PP reels look the same.
Why? 4 Only a small label tells them apart.
Why? 5 Nothing checks the film at changeover.

Root cause summary: No check of the film type at changeover, and reels that differ only by the label.





Under plan for two months since the scan went live. No wrong film at changeover.

What you get

Structured 5-Why analysis

Ask "why" step by step until you reach a cause you can fix. For problems with many possible causes, the fishbone sits right next to it.

Pareto prioritization

Pareto charts show which problem categories contribute most to quality issues, so your team puts its limited time where it matters.

Corrective and preventive actions

For each root cause you set corrective actions (fix this instance) and preventive actions (prevent recurrence), each with an owner and a due date. Both are tracked to completion.

Verification and follow-up

Every RCCA has a verification and follow-up section with its own due date. Someone comes back to check the fix worked, instead of closing the problem and moving on.

Try it with a problem that keeps coming back.
Ask for a demo and a free 14-day trial.

www.teamguru.com