

Record the Event:
Record 'what actually happened', the details of the accident/incident/audit finding in the organisations database.

Containment Actions:
Develop *containment actions* that bring the *event* back to a desired state. If containment of the *event* is not possible consider *suspending* or *stopping* operations/production.

Root Cause Statement:
Develop a *root cause statement* that explains the underlying reason for the *problem statement*.

Corrective Actions:
Develop *corrective actions* that directly link to the *root cause statement* that will return the *problem statement* back to a desired state.

Monitor the Outcome:
To ensure the *root cause* of the *problem statement* is correctly identified and addressed to prevent similar *events* occurring within the organisation. Ensure all *corrective* and *preventive actions* are effective by monitoring subsequent performance

Record the Outcome:
Use the recorded information from each step to update the database. Use key information to develop an organisational risk register. Ensure the reporter of the event is kept informed.

Preventive Actions:
Develop *preventive actions* to prevent the possibility of a recurrence of the *root cause statement*.

Root Cause Analysis:
Use the organisations chosen method(s) of *root cause analysis* to determine how and why the *problem statement* developed.

Investigation:
Carry out an *investigation* into the *event* to the extent determined by the *risk assessment* process.

Risk Assessment: (if required)
Carry out a *risk assessment* to determine the effect the *problem statement* has on the organisation. Determine the level of *investigation* required.

Develop a Problem Statement:
Describe the effects and potential risks of the *event* on the entire organisation. Make sure the *problem statement* reflects the generic problem.

Common Bypass:
Route taken by many organisations to enable *event* closure. This route bypasses the development of the *problem statement* often resulting in event recurrence as the extent of the problem has not been established.

Organisations often close reports at this point!
Don't STOP here the root cause has NOT been established.



A route map to effective problem solving and root cause identification