

Root Cause Template

Problem Statement: (What is not working or functioning as it should? Description goes here)

Problem Description	Observed Facts	Comparative Facts	Differences/Delta	Relevant Changes	Likely Causes
	Identify what you <i>know (seen, experienced)</i> about the problem as specifically as possible. Include the exact date and time when you observed the various items listed here.	Reasonable and logical comparison related to the problem statements: things that are most similar to, but not the same as, the Observed Facts	Distinct aspects that set the Observed Facts apart from Comparative Facts	Events that occurred before the problem occurred that relate directly to Differences described (note date/time).	Possible explanation of cause using clues from Differences and Relevant Changes.
WHAT:					
What exact object/process is defective or not working as it should?					
What exactly is wrong (defect) or no working right?					
WHERE:					
Where is the object located or where is the process being run (geographically)?					
Where on the object does the defect appear? Where does the process not seem to work?					
WHEN:					
When the defect or lack of functioning was first observed (clock / calendar time)?					
When in the object’s lifecycle or process was the defect first observed?					
In what setting/ phase is the defect observed?					
MAGNITUDE:					
How much of the object/process is defective?					
How many objects /parts of the process are defective?					