Exception Root Cause Analysis (RCA) Format

1. Exception Summary

Date:

Reported By:

Name / Team

Exception Title:

Short description

Reference Number:

Ticket / Incident ID

2. Detailed Description

Describe the exception, when and how it occurred, and its impact.

3. Root Cause

Explain the fundamental reason behind the exception. Attach evidence if app

4. Corrective Actions

List immediate actions taken to resolve the exception.

5. Preventive Actions

Describe steps to prevent recurrence of similar exceptions.

6. Lessons Learned / Recommendations

Summarize key learnings and suggest process improvements.

7. Important Notes

- Ensure all sections are completed truthfully and with sufficient detail.
- Attach supporting evidence such as logs, screenshots, or communication records if available.
- Use clear and concise language to avoid misinterpretation.
- Review and update the document as new information becomes available.
- Distribute the RCA to relevant stakeholders for awareness and future prevention.