

# Root Cause Determination Format

## 1. Incident Title / Reference

Enter incident summary or reference...

## 2. Date & Time of Incident

e.g., 2024-06-20, 14:30

## 3. Reported By

Name / Department

## 4. Brief Description of Incident

Provide a clear, concise description of what happened...

## 5. Immediate Action Taken

Action(s) taken to contain/rectify the situation...

## 6. Root Cause Analysis

Describe the analytical steps taken (e.g., 5 Whys, Fishbone Diagram), and findings...

## 7. Identified Root Cause(s)

List the fundamental cause(s) that led to the incident...

## 8. Corrective/Preventive Actions

List actions to prevent recurrence, assign responsibilities and timelines...

## 9. Follow-up and Verification

Outline methods and timing to review effectiveness of implemented actions...

## 10. Approvals

List names, titles and dates of approval...

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**Important Notes:**

- Root cause determination requires objective, evidence-based analysis.
- Document all steps and decisions to ensure transparency and traceability.
- Engage relevant stakeholders for accurate data gathering and action planning.
- This format should be completed promptly after the incident for best results.
- Regularly update and review corrective actions for continued effectiveness.