

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...

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.