Root Cause Analysis (RCA) Report

Report Title		Date	
Prepared by		Department	
Reference Number		Version	

1. Incident Description

Describe the event/problem, including what happened, when, where, and who was involved:

2. Immediate Actions Taken

Outline any immediate actions taken to contain or correct the issue:

3. Impact Analysis

Describe the impact of the incident (e.g., system downtime, customer impact, financial loss):

4. Root Cause Identification

Present the method used (e.g., 5 Whys, Fishbone Diagram):

Root Cause(s):

5. Corrective and Preventive Actions

Action Item	Responsible	Due Date	Status

6. Lessons Learned & Recommendations

Summarize the lessons learned and suggest recommendations to prevent recurrence:

7. Approval

Name	Role	Date	Signature

Important Notes

- Ensure all facts and timelines are thoroughly verified before completing the analysis.
- Focus on identifying underlying causes, not just symptoms or blame.
- Assign clear accountability and deadlines for corrective actions.
- Review and update this document as more information becomes available or actions are completed.
- Confidentiality may be required depending on the sensitivity of the incident.