

QAPI Step 11

Get to the Root of the Problem

Prevent recurring problems by ensuring that all possible root causes have been identified and addressed. Remember to use systematic tools, such as the fishbone diagram or the “Five Whys” to dig below the surface.

Action Step	Who Is Responsible?	Date Completed
Using a methodical approach, determine all potential root cause(s) underlying the performance issue(s).		
Determine which factors are controllable.		
Ensure that that the PSDA cycles address the root cause(s).		

Questions for Team Discussion

1. What are the obvious and less obvious reason(s) the problem surfaced?

2. What is at the root of those factors?

3. What systems and processes are involved (not people)?

Surpassing the Hurdles

1. What barriers do you anticipate with these action steps?

2. What additional information does your team need?

3. What additional resources would be helpful?

4. What structures can you create to help ensure your success with this step?

