

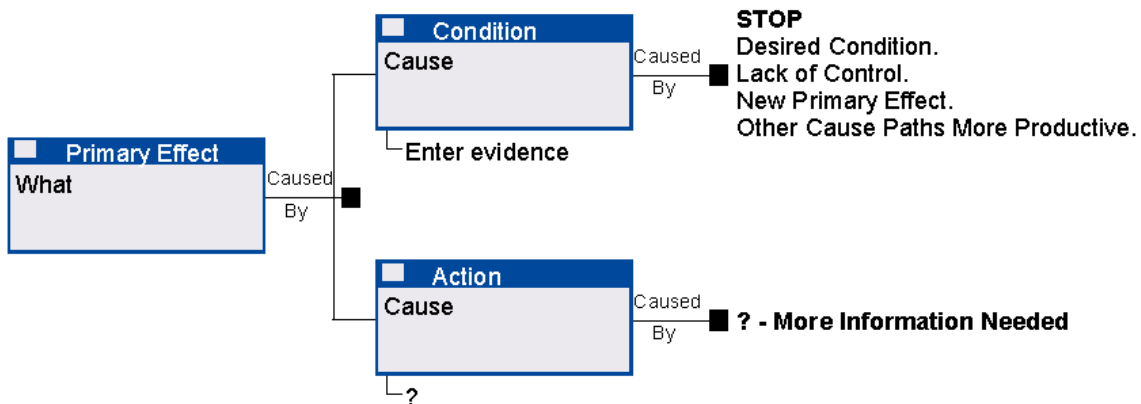
The Apollo RCA Process

Step 1: Define the Problem

Write down the following:

- What – The Primary Effect
- When – Chronological and Relative
- Where – Specific and Relative
- Significance
 - Actual and Potential impact on goals
 - Frequency of occurrence

Step 2: Create a Realitychart



- For each primary effect ask why.
- Look for causes in actions and conditions.
- Connect all causes on the workspace.
- Support all causes with evidence.
- End each cause path with a “?” or a reason for stopping.

Step 3: Identify Effective Solutions

- Challenge the causes and offer solutions
- Identify the best solutions – they must:
 - Prevent or greatly reduce the risk of recurrence
 - Not cause other unacceptable problems
 - Be within your control
 - Meet your goals and objectives

Step 4: Implement the Best Solution(s)