

## Root Cause Analysis Report

RCA Numbers: \_\_\_\_\_

RCA Originator: \_\_\_\_\_

RCA Facilitator: \_\_\_\_\_

SME(s) : \_\_\_\_\_

RCA Approver: \_\_\_\_\_

RCA Team Members: \_\_\_\_\_

Issue(s) Reported Date: \_\_\_\_\_ RCA Report Date: \_\_\_\_\_

<b>Problem Description</b>						
<b>Background</b>	Described the background of the issue to be addressed, indicate Project, Department, Business Unit, Product, Customer, Location etc.					
<b>Problem Description (What happened?)</b>						
<b>Analysis, Findings and Recommendations</b>						
<b>Casual Analysis (What happened?)</b>	Please indicate following for this problem : <b>Definition:</b> <ul style="list-style-type: none"> <li>• 5 WHY's of the problem               <ul style="list-style-type: none"> <li>○ Why? Database migration did not happen successfully for some data types.</li> <li>○ Why? Improper mapping of source and target variables.</li> <li>○ Why? No proper documentation was available on how to map these variables</li> <li>○ Why? No time available to document.</li> <li>○ Why? The task is designated as low priority.</li> </ul> </li> </ul>					
<b>Root Cause Finding and Recommendations</b>	Finding: Lack of Proper training and insufficient documentation led to the problems in database migration. Recommendation: Create mapping document and designate such tasks as high priority.					
<b>Preventive/Corrective Action Plan</b>						
No	Action Description	Assign To	Due Date	Status	Progress Comments	Close Date
1	Create mapping document	XYZ				
2	Review existing tasks and make mapping documentation task as high	ZYX				