

**The  
REASON®  
Root  
Cause  
Analysis  
Pilot  
Program**



## **REASON® Evaluation Pilot Program**



If you are like most organizations that first come to us, you will have given a lot of thought to what you want to accomplish with your corporate root cause analysis program, but you may not know what to look for in a problem-solving system that can be expected to produce the kind of results you want. Our pilot evaluation program provides to

your organization a focused, time-saving evaluation of the appropriateness and applicability of the REASON® system to your organization's goals and strategies.

This package is intended to provide a convenient means to address the issues that will most impact the success of your root cause analysis program. Success assessment can be defined by how well the system accomplishes your goals. The key to your evaluation will be linking your goals to the characteristics of the problem solving system. Using this package will focus your assessment upon your organization's success factors, and make it plain as to whether or not it would be wise to progress down the REASON® path to accomplish your special goals. It is for these intended purposes of both providing tangible data upon which to base your decision, and making the most of your time and energy that this REASON pilot program was developed.

*What questions must the REASON® pilot answer?*

“Can my people use this system on our problems?” is one core question that the DSI



pilot must answer. Other questions are tied to your **specific organizational goals** for the system. Another important question involves the changes that are required in the work place to promote and support the initiative. In other words, **is your organization willing to support the use of the system by making changes in the workplace to induce, support and promote its success?** This

last question can only be answered after you understand what it takes to support REASON® in your work environment. This too, is a question that the REASON® pilot must answer for your decision to be fully informed.

We believe that the REASON® pilot will demonstrate to your organization that your people can use this process on your problems. In the same way that a manufacturer might pilot a new piece of equipment to see if it works, your organization would be testing REASON® in your environment with your personnel to prove that it works. They will do this when your people successfully use it to start solving your own organizational problems, during the pilot training course itself. Once you as an organization can see that your people can use it on your different problems successfully, and that the system provides the quality of data that you demand for decision making, your personnel will have demonstrated that REASON works for you.

During the pilot, the classroom itself will provide an environment that supports and encourages the success of the system. Now the question becomes, **“How do we create a supportive environment in our organization’s workplace like we have in the classroom?”** DSI will work with your organization, after the classroom phase of the pilot, to discuss the challenges in your organization’s culture, history, people and



logistics that must be considered when designing a supportive environment for the program. DSI’s pilot evaluation program represents a great value to your organization:

- Saves time and money to quickly ascertain the required elements of the RCA system that will work for you (DSI will provide the structure and mechanism to help your organization explore your needs and link selection criteria to your goals and agendas)
- Saves time and money spent deciding whether REASON® is the right fit for your organizational goals (customizing a pilot focused on a quick demonstration of your required criteria )
- Saves money and time by arming your organization with the ‘big-picture’ truth about the changes required to ensure the program’s success.

Synopsis of the REASON® Pilot process:

1. Use the provided worksheets to define your success criteria by linking criteria to your specific goals. You will determine what the system must provide in order for your personnel to achieve your goals.
2. We then will use your selection criteria to customize a suggested 4-day pilot in which a selected group of your employees will be trained in the use of REASON. The pilot training will be focused to illustrate and demonstrate the degree to which REASON® meets your organization's success criteria. There is no cost associated with this planning service.



3. Should you then decide to proceed with the evaluation pilot, you will get actual classroom results that will demonstrate the specific answers to your questions, and will be able to measure how well REASON meets each of your

criterion.

4. If you are convinced that REASON is right for your organization, together we will review your implementation goals and timetables. Our experience can help focus upon the important elements of your organization's culture, history, people and logistics in order to maximize deployment efficiency and effectiveness. We will then design for your consideration a cost-effective implementation plan for the skills, tools and the supportive environment to be coordinated and rolled out to your organization.

## Root Cause Analysis System Criteria Worksheets

Organizations have particular goals for their root cause analysis systems. It is important to your evaluation to have a clear perspective on what criteria your system must meet in order to achieve your goals. We are providing a simple worksheet that, when completed, will help nail down your success criteria. We suggest that you go out to your function heads, managers and supervisors to gain a full perspective of needs and criteria. It is important to link your goals to specific criteria. It is around these criteria that your customized pilot would be fashioned.

Worksheet Example:

Goal: *We want to be able to improve all aspects of our operation*

What are characteristics of a system that can achieve that goal?

<i>Works on big and small problems</i>	
<i>Works on simple and complex problems</i>	
<i>Works on all kinds of operation problems</i>	
<i>Can be used by all departments</i>	
<i>Can be used by shop floor employees</i>	

Goal: *We want a system that produces reliable information for decision making*

What are characteristics of a system that can achieve that goal?

<i>Needs to have a way to check for accuracy</i>	
<i>Needs to have a standard process to follow</i>	
<i>Needs some criteria to establish accuracy</i>	

Goal: *We want to avoid long meetings and debates on problems and solutions*

What are characteristics of a system that can achieve that goal?

<i>Needs a guided process</i>	
<i>Needs some criteria to establish accuracy</i>	
<i>Needs a means to quantify options</i>	

## Root Cause Analysis System Evaluation Criteria

*State your goals for an operations problem-solving system and list below what the system must provide in order to achieve those goals.*

Goal: \_\_\_\_\_

What are characteristics of a system that can achieve that goal?


Goal: \_\_\_\_\_

What are characteristics of a system that can achieve that goal?


Goal: \_\_\_\_\_

What are characteristics of a system that can achieve that goal?


Goal: \_\_\_\_\_

What are characteristics of a system that can achieve that goal?


By \_\_\_\_\_ Date \_\_\_\_\_