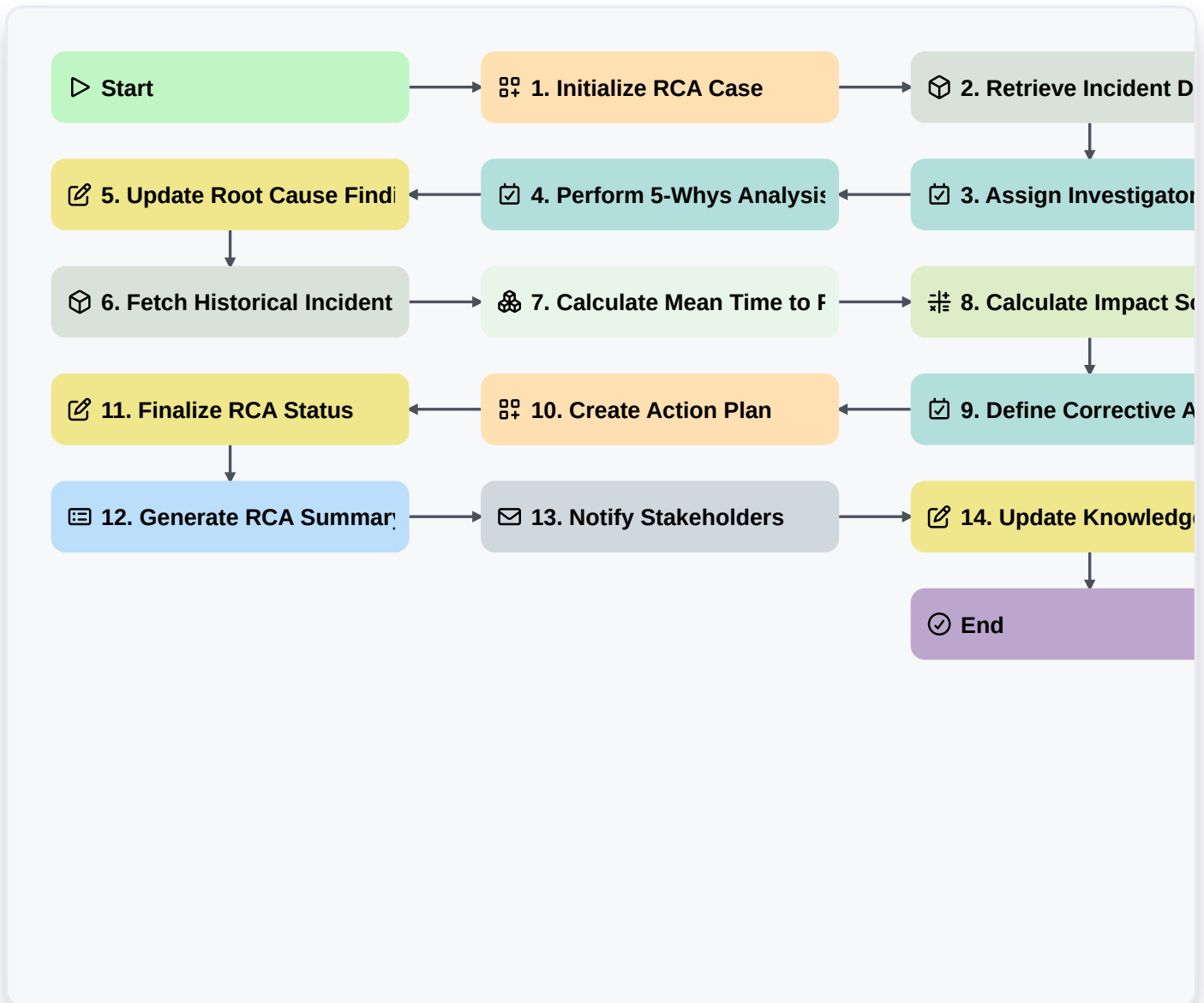


Root Cause Analysis (RCA) Workflow



▷ Start

Start of the Workflow/Process.

☰ 1. Initialize RCA Case

Create a new entry in the 'RCA Incident' data model to track the investigation.

📦 2. Retrieve Incident Details

Fetch the original incident/error report data to understand the initial failure symptoms.

☑ 3. Assign Investigator

Assign a task to a Subject Matter Expert to begin the investigation process.

☑ 4. Perform 5-Whys Analysis

Create a task containing a checklist to execute the '5-Whys' technique.

✍ 5. Update Root Cause Findings

Update the RCA Case entry with the identified primary root cause and contributing factors.

📦 6. Fetch Historical Incident Data

Retrieve previous RCA entries to check for recurring patterns or similar past failures.



7. Calculate Mean Time to Resolve (MTTR)

Aggregate historical incident data to calculate the average duration of similar RCA processes.

8. Calculate Impact Score

Execute a formula combining 'Severity' and 'User Reach' fields to determine the total Impact Score.

9. Define Corrective Actions

Create a task to brainstorm and document specific tasks/remediations to prevent recurrence.

10. Create Action Plan

Create a new entry in the 'Corrective Action Plan' data model linked to the RCA case.

11. Finalize RCA Status

Update the RCA Case entry status to 'Closed' or 'Completed'.

12. Generate RCA Summary Report

Generate a formal PDF/Report summarizing the findings, root cause, and action plan.

13. Notify Stakeholders

Send an email to the Department Heads and Product Owners with the completed RCA report attached.

14. Update Knowledge Base

Update a 'Lessons Learned' data model entry to ensure the findings are searchable for future incidents.

End

End of the Workflow/Process.