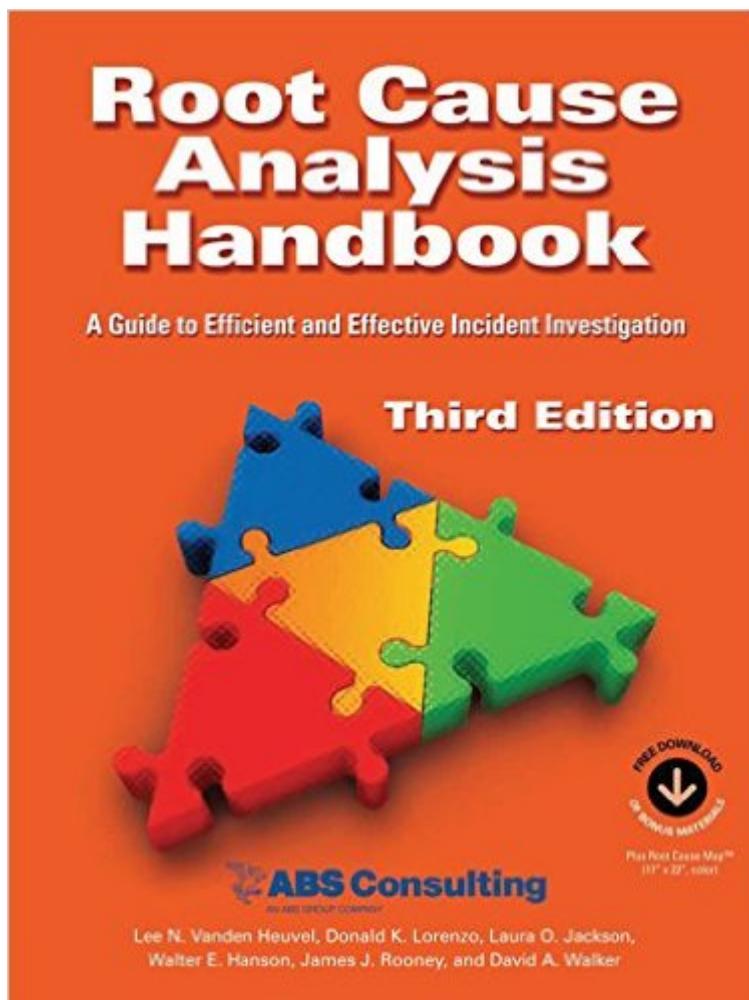


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# Root Cause Analysis Handbook: A Guide To Efficient And Effective Incident Investigation (Third Edition)



## Synopsis

Are you trying to improve performance, but find that the same problems keep getting in the way? Safety, health, environmental quality, reliability, production, and security are at stake. You need the long-term planning that will keep the same issues from recurring. Root Cause Analysis Handbook: A Guide to Effective Incident Investigation is a powerful tool that gives you a detailed step-by-step process for learning from experience. Reach for this handbook any time you need field-tested advice for investigating, categorizing, reporting and trending, and ultimately eliminating the root causes of incidents. It includes step-by-step instructions, checklists, and forms for performing an analysis and enables users to effectively incorporate the methodology and apply it to a variety of situations. Using the structured techniques in the Root Cause Analysis Handbook, you will: Understand why root causes are important. Identify and define inherent problems. Collect data for problem-solving. Analyze data for root causes. Generate practical recommendations. The third edition of this global classic is the most comprehensive, all-in-one package of book, downloadable resources, color-coded RCA map, and licensed access to online resources currently available for Root Cause Analysis (RCA). Called by users "the best resource on the subject" and "in a league of its own." Based on globally successful, proprietary methodology developed by ABS Consulting, an international firm with 50 years' experience in 35 countries. Root Cause Analysis Handbook is widely used in corporate training programs and college courses all over the world. If you are responsible for quality, reliability, safety, and/or risk management, you'll want this comprehensive and practical resource at your fingertips. The book has also been selected by the American Society for Quality (ASQ) and the Risk and Insurance Society (RIMS) as a must have for their members.

## Book Information

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## Customer Reviews

This is, without a doubt, the best book I have seen on problem solving. Not only does the book guide you through the process, it also provides a root cause map you can use to navigate through any problem. I have yet to encounter a problem it does not cover. It is specific enough to guide you to a true root cause and also general enough to use in any business. The support material is first rate. I use this book for quality problems and find it highly effective in helping supervisors and managers work through problems identify true root causes. Well done to ABS Consulting!

The Root Cause Analysis Handbook is in a league of its own for content. The detail found in this book is a rare treat and I must say this has gone to the top of my books in Problem Management. This book is not specific to IT, however this is where I will be using it. Those knowledgeable in ITIL will have no difficulty in applying the information in this book. I will be looking for any other books they publish.

I purchased this book, having been enticed by the additional benefits to be received upon registering the book. However to my chagrin, while registering the book (I purchased the Kindle version) I discovered that the registration process required access to a physical copy of the book due to the nature of the questions. E.g. what is found on a certain page on a certain line etc. Given that Kindle uses locations and not pages as well as the fact that the orientation of the book impacts on what information is shown in each location, I soon discovered that my deciding factor no longer existed and felt somewhat cheated. While I am sure that sending an email or talking to customer service may have cleared that obstacle I found that the prospect of awaiting a reply which may come anytime between now and next year daunting.

This is an excellent reference book. A deep and thoughtful analysis of how the RCA should be carried out.

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