

Root Cause Analysis Template

- For information about Root Cause Analysis, visit www.mindtools.com/rs/RCA.

Issue				Likely Root Cause			Possible Solutions					
Description	Source	Criticality		Description	Likelihood	Information	Description	Risks			Measure of Success	
		Level (High/ Medium/ Low)	Rationale		High/ Medium/ Low	Tests to Clarify		Description	Likelihood	Mitigation	Test	Results
Client not aware of project status	Client	Medium	Doesn't affect delivery but damaging to account	Status reports not being issued weekly because of lack of info from Project Mgr	High	Check with Program Office	Simplify info required for report so less time-consuming for PM to supply	Client feels report lacks detail	Medium	Agree detail-level required for new report with client	Check with client after four weeks	TBA