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 (High/Med/Low)	Information/ Tests to Clarify	Description	Risks			Measure of Success	
		Level (High/Med/Low)	Rationale					Description	Likelihood	Mitigation	Test	Results
Client not aware of project status	Client	Med	Doesn't affect delivery but damaging to account	Status reports not being issues weekly because of lack of info from Proj Mgr	High	Check with Programme Office	Simplify info required for report so less time-consuming for PM to supply	Client feels reports lack detail	Med	Agree detail-level required for new report with client	Check with Client after 4 weeks	TBA