



Root cause analysis tools, training,  
software & investigations

## Root Cause Analysis Newsletter

January 2016

Dear Cory,

**Happy New Year!** Our RCA example this month is a quality escape featuring the famous Hubble Space Telescope imaging problems. Although this occurred some time ago, the causes and associated solutions are still interesting and relevant today. Enjoy watching the [video](#) and don't forget to catch up on our RCA software updates, tips for chart building, focus group news, and the latest training and webinar schedule.

### Contents:

- RCA Example: [Hubble Space Telescope](#)
- Software: [RCA Just Got Mobile](#)
- Blog: [Faster Chart Building](#)
- Focus Groups: [Charting, Mobile, and Action Tracking](#)
- RCA Tips: [Facilitation Best Practices](#)
- Training: [Public Class Schedule](#)
- Webinars: [Webinar Schedule](#)

### RCA Example - Hubble Space Telescope

This example documents the many causes that led to the imaging problem experienced by the Hubble Space Telescope in 1990. It represents a classic quality escape and should be helpful to you as a template for setting up your own RCAs.

[View the example RCA](#) | [Watch the video](#)

### Software: RCA Just Got Mobile

Causelink Mobile software makes it easy to talk your way through data gathering, upload photos and videos, and track actions using your smartphone. We just completed Beta testing, and are working on an updated version now. Look for the new mobile product to be included in Causelink Enterprise in early 2016.

### RCA RESOURCES



#### Example RCA Archive

See [RCA examples](#) from Safety, Quality, IT, Reliability, and other disciplines.

#### Free Software Trial

[Download a 30-day trial](#) of Causelink Desktop software and see why our customers say this is the best RCA desktop tool on the market.

#### Online Learning

View a [demonstration of our e-learning course](#), eRCA Fundamentals, available on our website. At \$195 per seat, this high-quality online course is a great way to offer refresher training or to get RCA Participants up to speed.

#### Recent Blog Posts

[2015 - A Great Year for RCA Software](#)

[Feedback from Mobile RCA Software Beta](#)



[Request a Demo](#)

[What RCAs Should We Lead vs Farm Out?](#)

[Cognitive Computing Improves RCA](#)

[Beware the Invisible Man](#)

[Improve Audit Results](#)

[Causes of Air Pollution](#)

[Maximize RCA Results w/ Causelink Enterprise](#)

[Ebola Outbreak](#)

[Downsizing - Is It Causing Incidents?](#)

[Payback For RCA Training](#)

**Blog: Faster Chart Building**

Our latest blog post includes some terrific tips for quickly building cause and effect charts. This should be especially useful during team meetings. Learn how to get everyone's ideas on the table and organize them in a way that creates a common understanding of the problem you're investigating.

[Read the blog.](#)

**Software Focus Groups**

We recently concluded our final software focus group for 2015. Our goal during these sessions was to present new ideas on how Causelink software can improve our customer's problem-solving efforts, then gather feedback on whether we're headed in the right direction. We want to thank everyone who participated - your input has been incredibly helpful. We covered a wide variety of topics across numerous sessions, including cause and effect chart improvements, incident timeline, cause tagging, mobile software, and action tracking. Some of the feedback has already been included in the software. Others will be added in future updates. We will continue this program in 2016, so stay tuned for updates!

**Upcoming Webinars**

January 15, 2016  
**RCA Walkthrough - Safety Example**

January 22, 2016  
**Improve Problem Solving w/ Causelink Enterprise**

January 29, 2016  
**Handling Human Error in Your RCAs**

February 12, 2016  
**Causelink Enterprise Feature Walkthrough**

February 26, 2016  
**RCA Walkthrough - Hubble Space Telescope Mirror Failure**

March 11, 2016  
**Being Proactive w/ RCA**

[Register and view all Sologic RCA webinars](#)

**Upcoming Public Classes**

Course	Dates	Location
Analyst Level 1: Facilitator	2/2 - 2/3	Midland, MI
Analyst Level 3: Lead Investigator	2/4 - 2/5	Midland, MI
Analyst Level 1: Facilitator	2/9 - 2/10	Kirkland, WA
Analyst Level 2: Master Facilitator	2/11	Kirkland, WA
Analyst Level 1: Facilitator	2/23 - 2/24	Gonzales, LA
Analyst Level 2: Master Facilitator	2/25	Gonzales, LA
Analyst Level 1: Facilitator	3/8 - 3/9	San Diego, CA

[Register and view all Sologic public seminars](#)

Sincerely,

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