



RCA Name Missed two regularly scheduled shipments

Root Cause Analysis Report

Problem Statement

Focal Point Missed two Go Juice shipments to customer

When

Start Date 5/8/2012

End Date 8/14/2012

Start Time 8 a.m.

Unique Timing After new program load, and during peak demand period for Go Juice

Where

Business Unit Go Juice

Location Houston, TX

Facility Ingredient supplier packaging line and Go Juice formulation line

Actual Impact

	Cost
Revenue Lost Sales	250,000.00
Customer Service Customer Complaint	
Cost OT, expedited shipping	30,000.00
Actual Impact Total:	\$280,000.00

Frequency 2 times overall

Solutions

ID	Label	Description		
1	Solution	Adjust inventory restock points upward to require 10% safety stock on hand		
	Cause	JIT inventory management		
	Note			
	Assigned	Sarah Ferguson	Criteria	Pass
	Due	10/31/2012	Status	Selected
	Term	Choose	Cost	\$0.00
3	Solution	Implement new SOP to require dry-run testing on all code changes		
	Cause	No compatibility testing		
	Note			
	Assigned	Bob Hughes	Criteria	Pass
	Due	10/31/2012	Status	Selected
	Term	Choose	Cost	\$0.00
6	Solution	Attach printer to port 9101		
	Cause	Printer attached to printer port 9100		
	Note			
	Assigned	Bob Hughes	Criteria	Pass
	Due	10/31/2012	Status	Selected
	Term	Choose	Cost	\$0.00
7	Solution	Update code to return an error message if print job doesn't start		
	Cause	No error message being returned when sending print job		
	Note			
	Assigned	Aiden McShane	Criteria	Pass
	Due	11/16/2012	Status	Selected
	Term	Choose	Cost	\$0.00
9	Solution	Add code change review to "Management of Change" checklist		
	Cause	Programmer not notified of correct port #		
	Note			

Assigned	Marie Gonzales	Criteria	Pass
Due	10/31/2012	Status	Selected
Term	Choose	Cost	\$0.00

11	Solution	Notify ingredient suppliers of anticipated demand spikes so they can build inventory	
	Cause	Go Juice inventories have been very low	
	Note		
	Assigned	Sarah Ferguson	Criteria Pass
	Due	10/31/2012	Status Selected
	Term	Choose	Cost \$0.00

12	Solution	Add new step in product forecast process that accounts for upcoming weather. If hot weather is in the 2-3 week forecast, ramp up projections internally and order more from ingredient suppliers	
	Cause	Go Juice inventories have been very low	
	Note		
	Assigned	Sarah Ferguson	Criteria Pass
	Due		Status Selected
	Term	Choose	Cost \$0.00

Team

ID	Label	Description	Label	Description
1	First Name	Bob	Last Name	Hughes
	Phone (1)		Phone (2)	
	Role	IT tech	Group	
	Email			
2	First Name	Sarah	Last Name	Ferguson
	Phone (1)		Phone (2)	
	Role	Production planner	Group	
	Email			
3	First Name	Marie	Last Name	Gonzales
	Phone (1)		Phone (2)	
	Role	Production Supervisor	Group	
	Email			
4	First Name	Aiden	Last Name	McShane
	Phone (1)		Phone (2)	
	Role	Programmer	Group	
	Email			

Chart Type Legend

- ▶ Transitory
- Non-transitory
- ⊖ Omission - Transitory
- ⊖ Omission - Non-transitory
- ★ Focal Point
- ⊙ Solution Implemented

