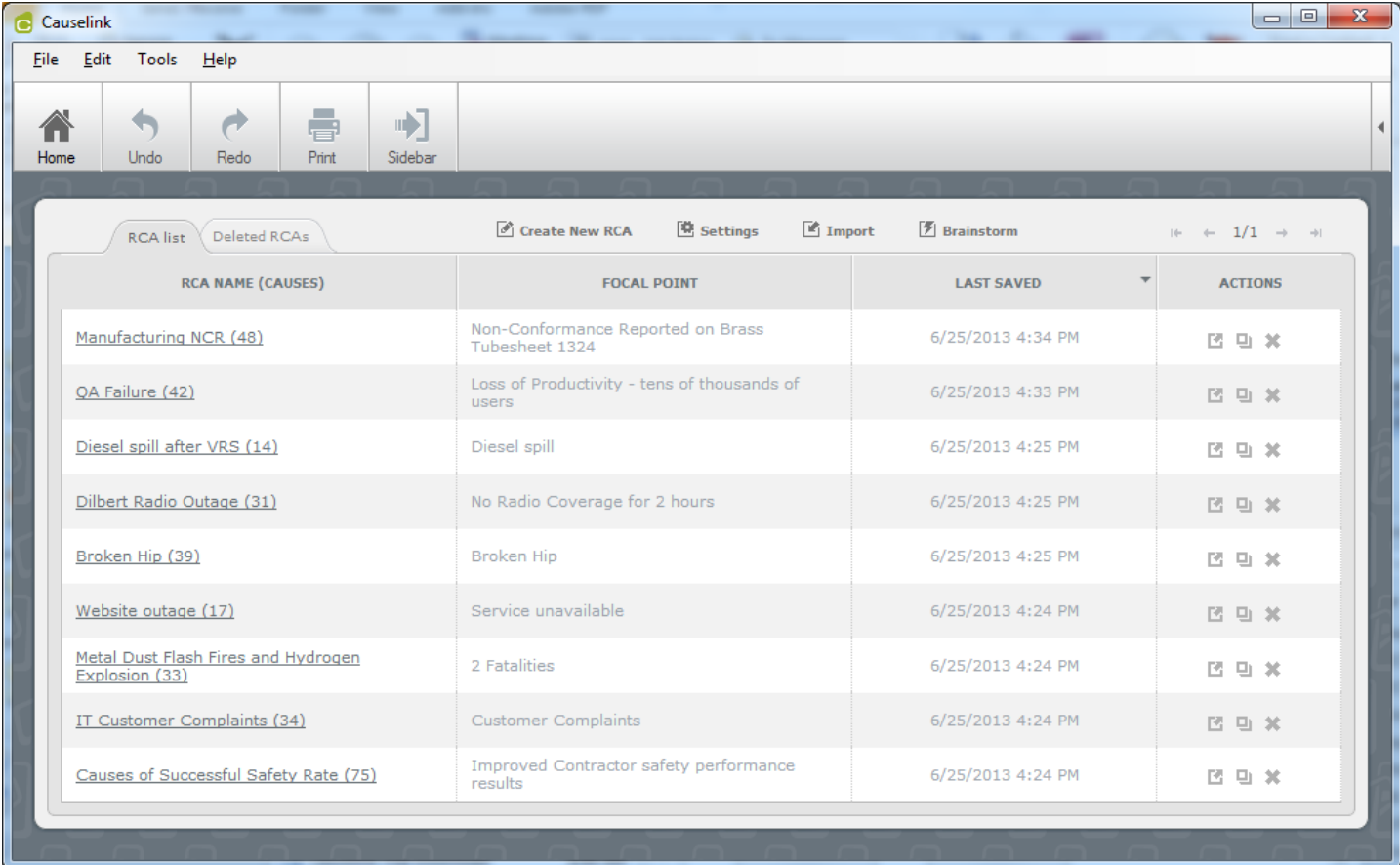


Home Screen

The home screen displays all of your RCAs. Defaulting to the most recently changed RCA on top, you can also sort the RCA list by name, focal point, or last saved date.

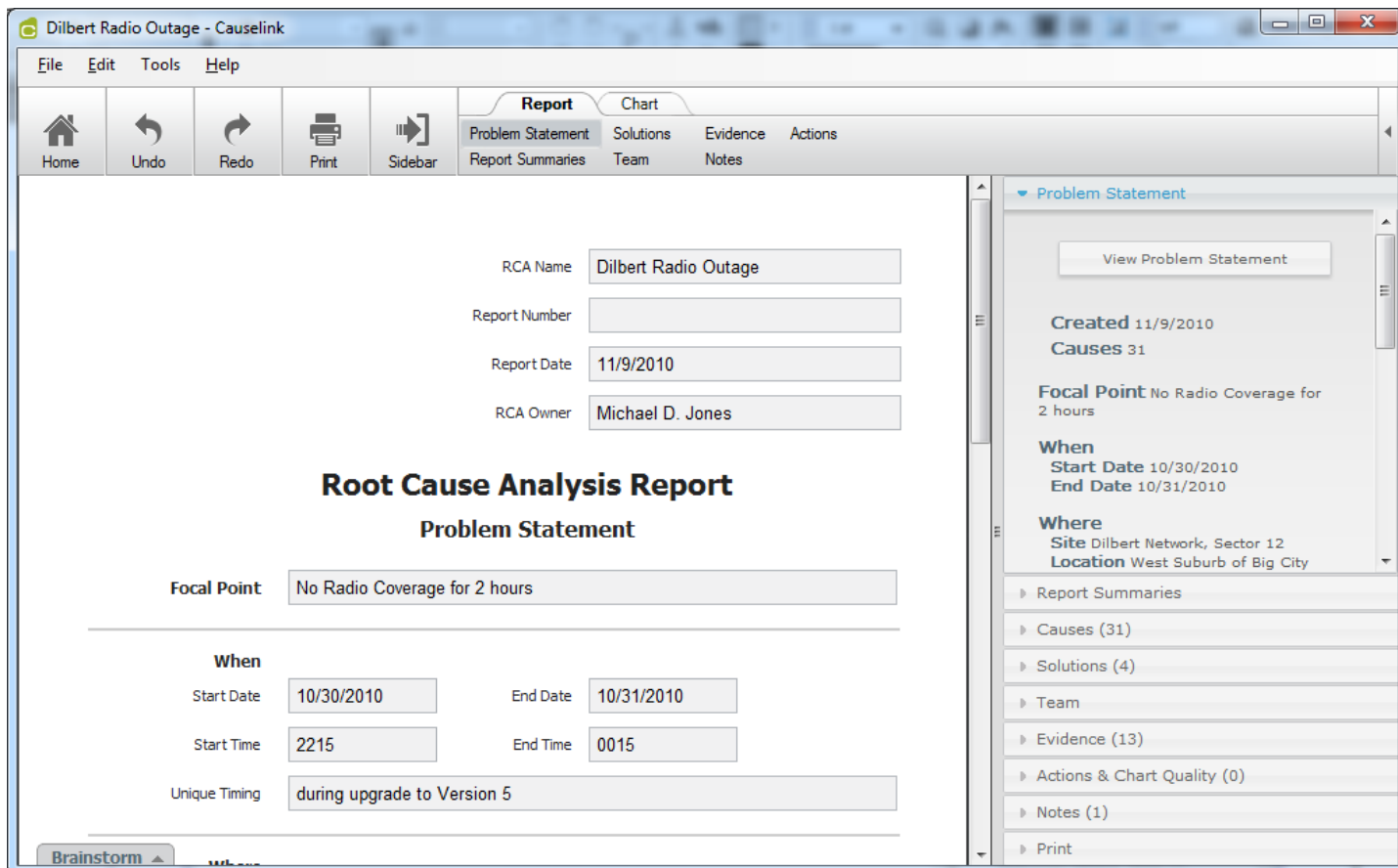


The screenshot shows the Causelink desktop application interface. At the top, there is a menu bar with 'File', 'Edit', 'Tools', and 'Help'. Below the menu bar is a toolbar with icons for Home, Undo, Redo, Print, and Sidebar. The main content area features a tabbed interface with 'RCA list' and 'Deleted RCAs' tabs. The 'RCA list' tab is active, displaying a table of Root Cause Analyses (RCAs). The table has four columns: 'RCA NAME (CAUSES)', 'FOCAL POINT', 'LAST SAVED', and 'ACTIONS'. The table contains nine rows of data, each representing an RCA with its name, focal point, last saved date, and a set of action icons (edit, delete, and a third icon).

RCA NAME (CAUSES)	FOCAL POINT	LAST SAVED	ACTIONS
Manufacturing NCR (48)	Non-Conformance Reported on Brass Tubesheet 1324	6/25/2013 4:34 PM	[edit] [delete] [x]
QA Failure (42)	Loss of Productivity - tens of thousands of users	6/25/2013 4:33 PM	[edit] [delete] [x]
Diesel spill after VRS (14)	Diesel spill	6/25/2013 4:25 PM	[edit] [delete] [x]
Dilbert Radio Outage (31)	No Radio Coverage for 2 hours	6/25/2013 4:25 PM	[edit] [delete] [x]
Broken Hip (39)	Broken Hip	6/25/2013 4:25 PM	[edit] [delete] [x]
Website outage (17)	Service unavailable	6/25/2013 4:24 PM	[edit] [delete] [x]
Metal Dust Flash Fires and Hydrogen Explosion (33)	2 Fatalities	6/25/2013 4:24 PM	[edit] [delete] [x]
IT Customer Complaints (34)	Customer Complaints	6/25/2013 4:24 PM	[edit] [delete] [x]
Causes of Successful Safety Rate (75)	Improved Contractor safety performance results	6/25/2013 4:24 PM	[edit] [delete] [x]

Problem Definition

The problem definition screen allows you to define the focal point, when, where, impact, and potential impact of the analysis. Users can capture financial impact in order to compare this cost to the cost of selected solutions.



The screenshot shows the Causelink software interface for a 'Dilbert Radio Outage'. The window title is 'Dilbert Radio Outage - Causelink'. The interface includes a menu bar (File, Edit, Tools, Help) and a toolbar with icons for Home, Undo, Redo, Print, and Sidebar. A 'Report' tab is active, with sub-tabs for Problem Statement, Solutions, Evidence, and Actions. The main content area displays the following information:

- RCA Name: Dilbert Radio Outage
- Report Number: [Empty field]
- Report Date: 11/9/2010
- RCA Owner: Michael D. Jones

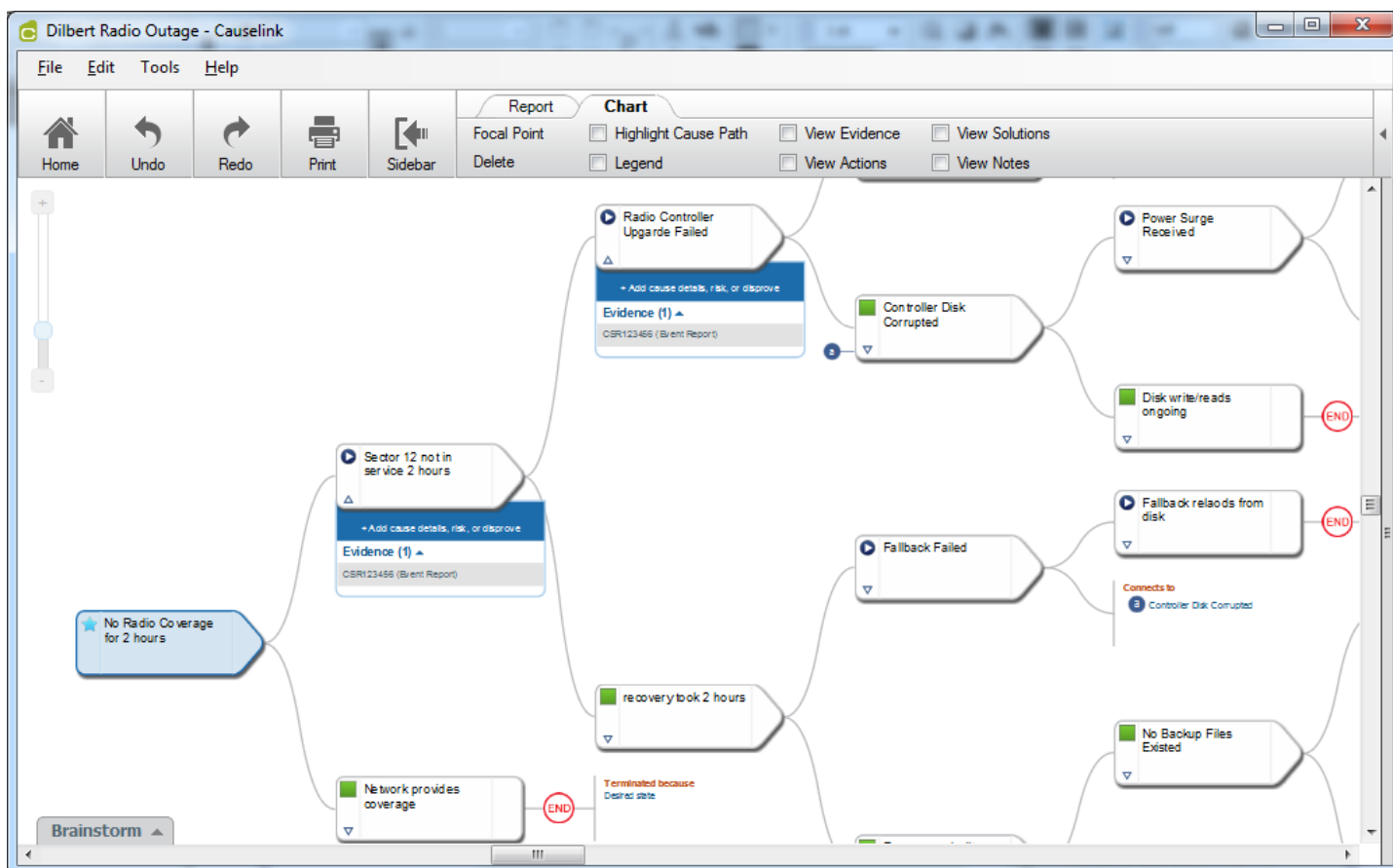
The central section is titled 'Root Cause Analysis Report' and 'Problem Statement'. It contains the following details:

- Focal Point:** No Radio Coverage for 2 hours
- When:**
 - Start Date: 10/30/2010
 - End Date: 10/31/2010
 - Start Time: 2215
 - End Time: 0015
 - Unique Timing: during upgrade to Version 5

A 'Brainstorm' button is visible at the bottom left. On the right side, a sidebar shows a 'Problem Statement' section with a 'View Problem Statement' button and summary statistics: Created 11/9/2010, Causes 31, Focal Point No Radio Coverage for 2 hours, When Start Date 10/30/2010, End Date 10/31/2010, Where Site Dilbert Network, Sector 12, Location West Suburb of Big City. Below this, a list of report elements is shown: Report Summaries, Causes (31), Solutions (4), Team, Evidence (13), Actions & Chart Quality (0), Notes (1), and Print.

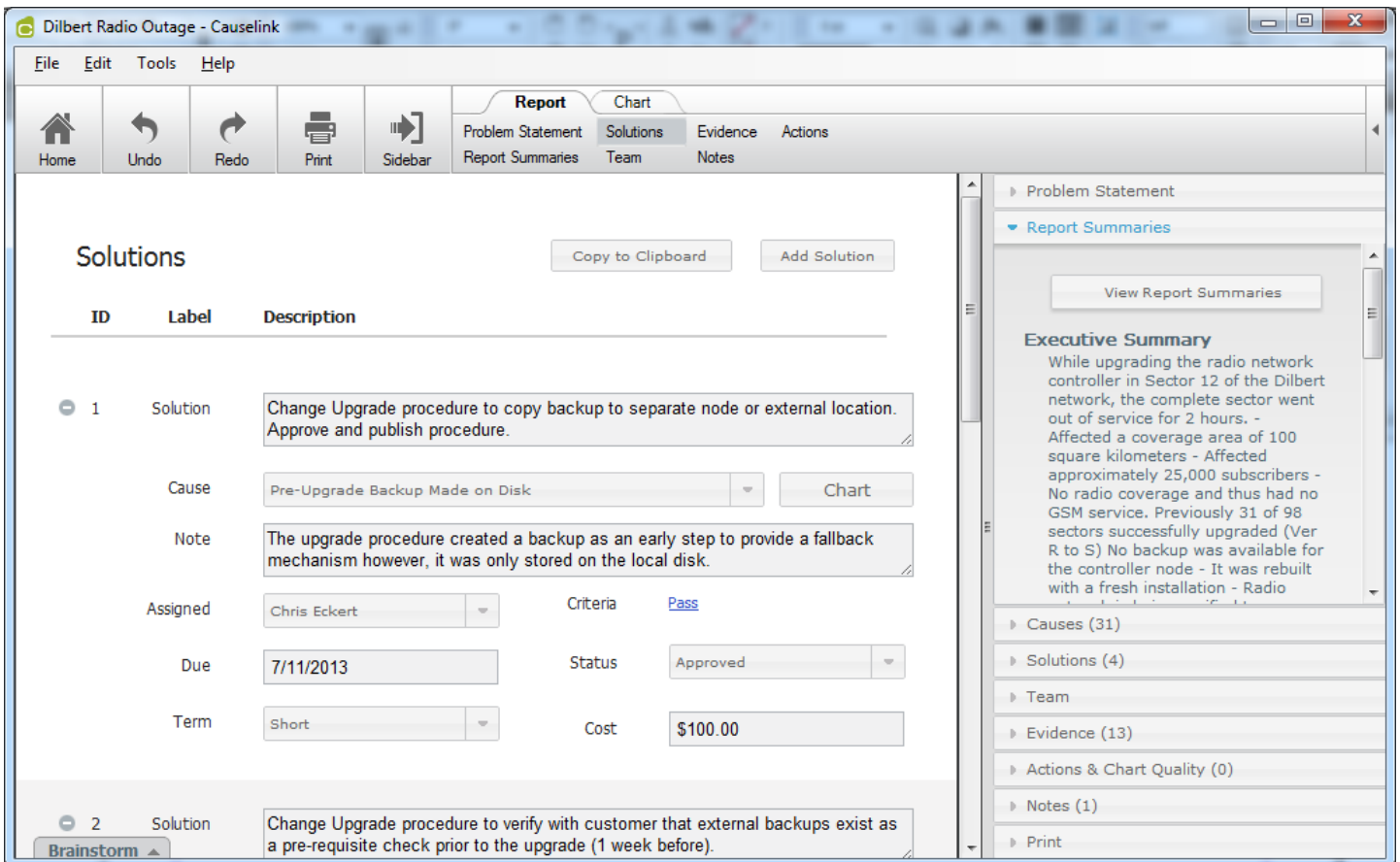
Chart

Document the cause-and-effect relationships of your analysis in the chart. Each cause can relate to evidence, solutions, notes, or actions -- all of which can be displayed and printed with the chart.



Solutions Report

This screen lists all solutions in the analysis and allows you to add or edit the solution list. Solutions entered on the chart will also display here. Each solution record includes a related cause, note, assignment, due date, term, criteria, status, and cost.



The screenshot shows the 'Solutions Report' interface for a case titled 'Dilbert Radio Outage'. The interface includes a menu bar (File, Edit, Tools, Help) and a toolbar with icons for Home, Undo, Redo, Print, and Sidebar. The main content area is divided into two tabs: 'Report' and 'Chart'. Under the 'Report' tab, there are sub-tabs for 'Problem Statement', 'Solutions', 'Evidence', and 'Actions'. The 'Solutions' sub-tab is active, displaying a table of solutions.

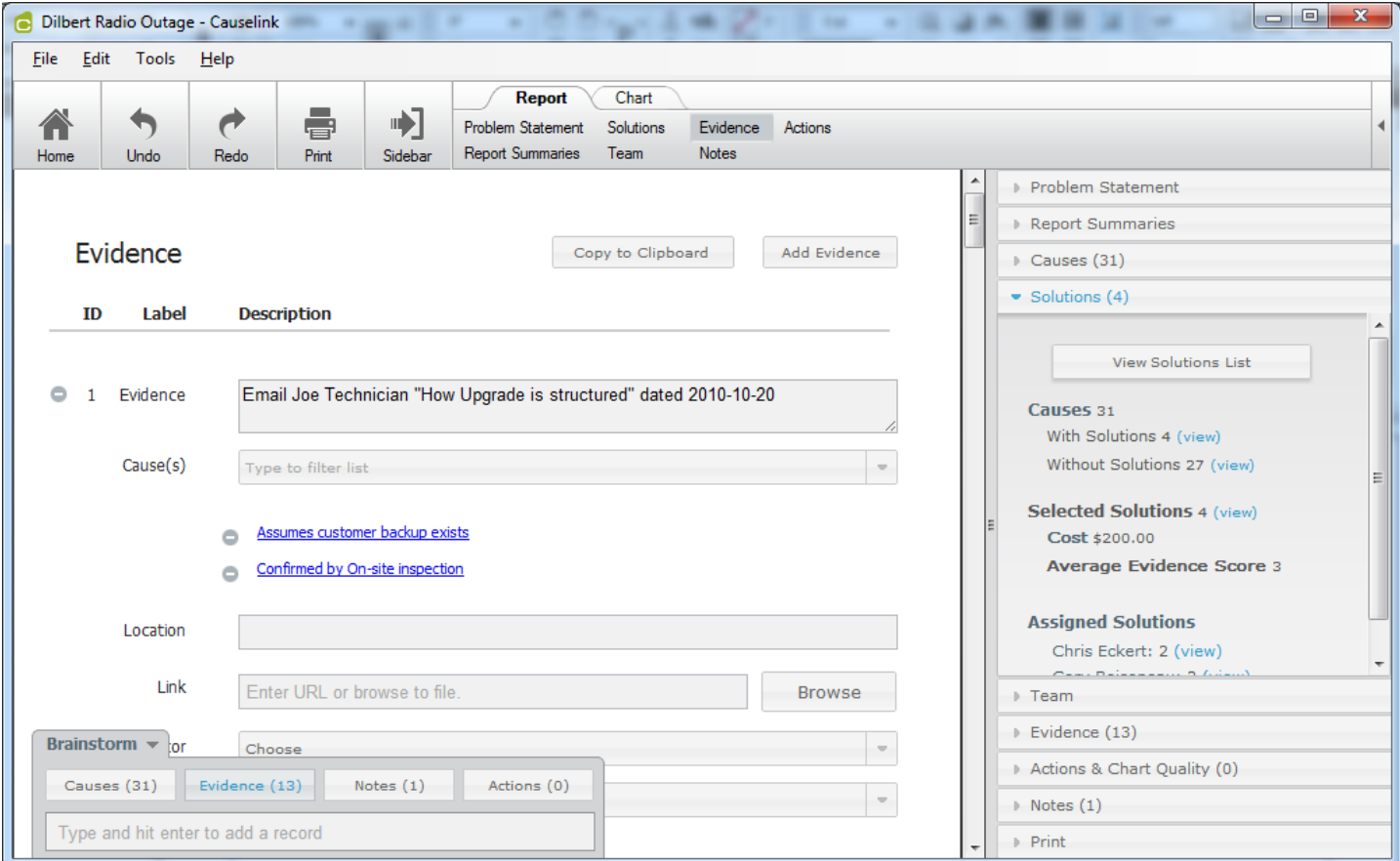
ID	Label	Description
1	Solution	Change Upgrade procedure to copy backup to separate node or external location. Approve and publish procedure.
	Cause	Pre-Upgrade Backup Made on Disk
	Note	The upgrade procedure created a backup as an early step to provide a fallback mechanism however, it was only stored on the local disk.
	Assigned	Chris Eckert
	Criteria	Pass
	Due	7/11/2013
	Status	Approved
	Term	Short
	Cost	\$100.00
2	Solution	Change Upgrade procedure to verify with customer that external backups exist as a pre-requisite check prior to the upgrade (1 week before).

On the right side of the interface, there is a sidebar with a 'View Report Summaries' button and an 'Executive Summary' section. The executive summary text reads: 'While upgrading the radio network controller in Sector 12 of the Dilbert network, the complete sector went out of service for 2 hours. - Affected a coverage area of 100 square kilometers - Affected approximately 25,000 subscribers - No radio coverage and thus had no GSM service. Previously 31 of 98 sectors successfully upgraded (Ver R to S) No backup was available for the controller node - It was rebuilt with a fresh installation - Radio...'

At the bottom of the sidebar, there is a list of report sections: Causes (31), Solutions (4), Team, Evidence (13), Actions & Chart Quality (0), Notes (1), and Print.

Evidence Report

The evidence report lists all evidence in the analysis. New evidence records can be added on this screen, in the chart, or through the brainstorm module. Each evidence record includes related cause(s), location, link, contributor, type, and quality.



The screenshot shows the 'Evidence' report for a 'Dilbert Radio Outage'. The interface includes a menu bar (File, Edit, Tools, Help) and a toolbar with icons for Home, Undo, Redo, Print, and Sidebar. The main content area is titled 'Evidence' and features a table with columns for ID, Label, and Description. A single evidence record is displayed with ID 1 and the description 'Email Joe Technician "How Upgrade is structured" dated 2010-10-20'. Below the description, there are fields for Cause(s), Location, and Link. The Cause(s) field contains two items: 'Assumes customer backup exists' and 'Confirmed by On-site inspection'. A 'Brainstorm' dropdown menu is open, showing options for Causes (31), Evidence (13), Notes (1), and Actions (0). A sidebar on the right provides a navigation menu with sections for Problem Statement, Report Summaries, Causes (31), Solutions (4), Causes 31 (With/Without Solutions), Selected Solutions 4, Assigned Solutions, Team, Evidence (13), Actions & Chart Quality (0), Notes (1), and Print. The main content area also includes 'Copy to Clipboard' and 'Add Evidence' buttons.

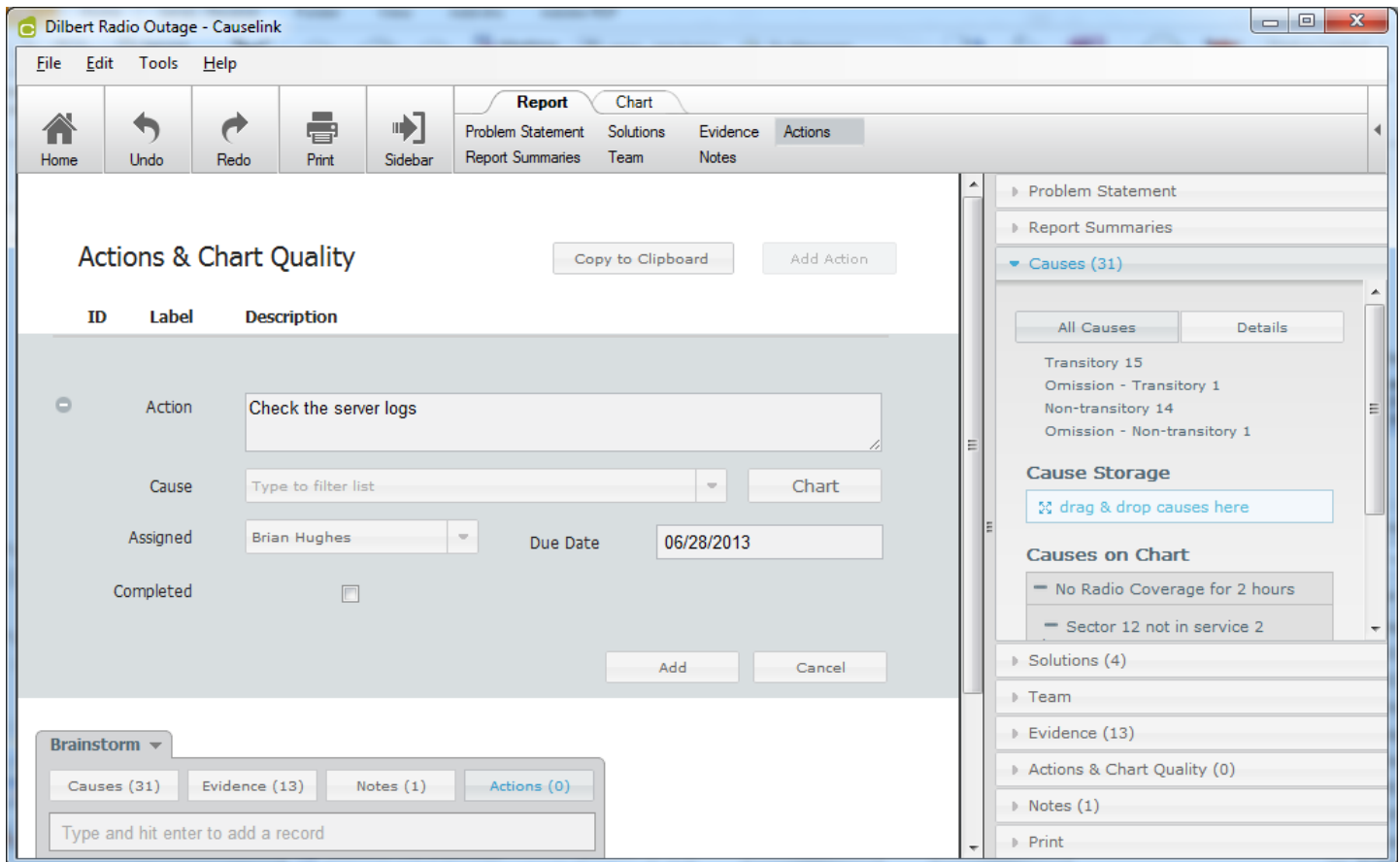
ID	Label	Description
1	Evidence	Email Joe Technician "How Upgrade is structured" dated 2010-10-20

Assumes customer backup exists
Confirmed by On-site inspection

Brainstorm for: Causes (31) Evidence (13) Notes (1) Actions (0)

Actions Report

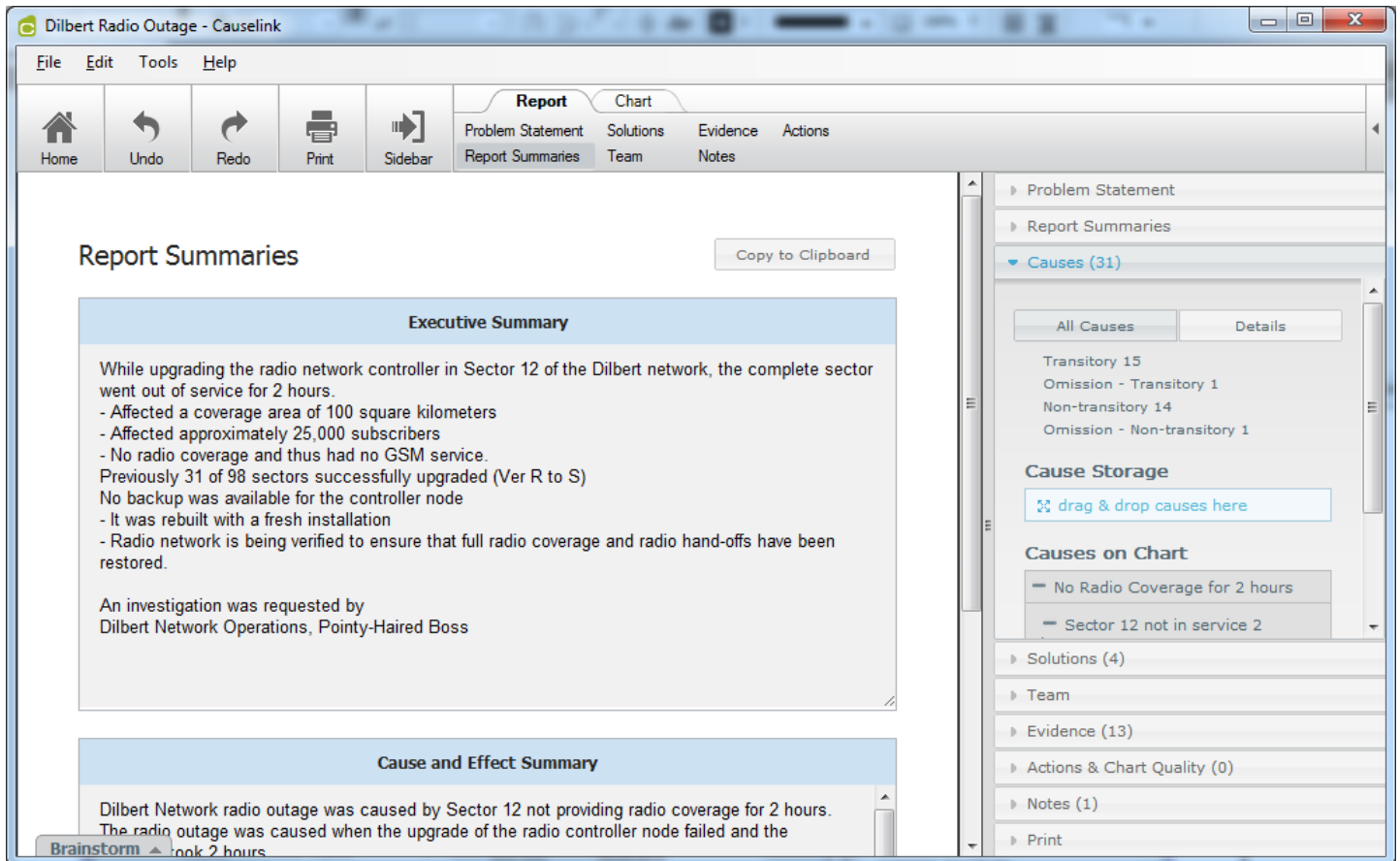
The actions report displays all actions that have been manually generated. It also lists actions related to the quality of the chart, including: missing evidence, cause termination points, cause types, unconnected causes, and empty cause boxes.



The screenshot shows the Causelink software interface for a case titled "Dilbert Radio Outage". The main window is titled "Actions & Chart Quality" and features a table with columns for ID, Label, and Description. A single action is listed: "Check the server logs". Below the table, there are input fields for "Cause" (with a filter), "Assigned" (Brian Hughes), and "Due Date" (06/28/2013). A "Completed" checkbox is also present. At the bottom left, a "Brainstorm" section shows a list of categories: Causes (31), Evidence (13), Notes (1), and Actions (0). On the right side, a sidebar displays a navigation menu with sections like "Problem Statement", "Report Summaries", "Causes (31)", "Cause Storage", "Causes on Chart", "Solutions (4)", "Team", "Evidence (13)", "Actions & Chart Quality (0)", "Notes (1)", and "Print".

Report Summaries

This screen allows you to document the executive and cause-and-effect summaries.



The screenshot shows the Causelink software interface for a 'Dilbert Radio Outage'. The window title is 'Dilbert Radio Outage - Causelink'. The interface includes a menu bar (File, Edit, Tools, Help) and a toolbar with icons for Home, Undo, Redo, Print, and Sidebar. The main content area is titled 'Report Summaries' and contains two sections:

- Executive Summary:**

While upgrading the radio network controller in Sector 12 of the Dilbert network, the complete sector went out of service for 2 hours.

 - Affected a coverage area of 100 square kilometers
 - Affected approximately 25,000 subscribers
 - No radio coverage and thus had no GSM service.

Previously 31 of 98 sectors successfully upgraded (Ver R to S)
No backup was available for the controller node

 - It was rebuilt with a fresh installation
 - Radio network is being verified to ensure that full radio coverage and radio hand-offs have been restored.

An investigation was requested by
Dilbert Network Operations, Pointy-Haired Boss
- Cause and Effect Summary:**

Dilbert Network radio outage was caused by Sector 12 not providing radio coverage for 2 hours. The radio outage was caused when the upgrade of the radio controller node failed and the

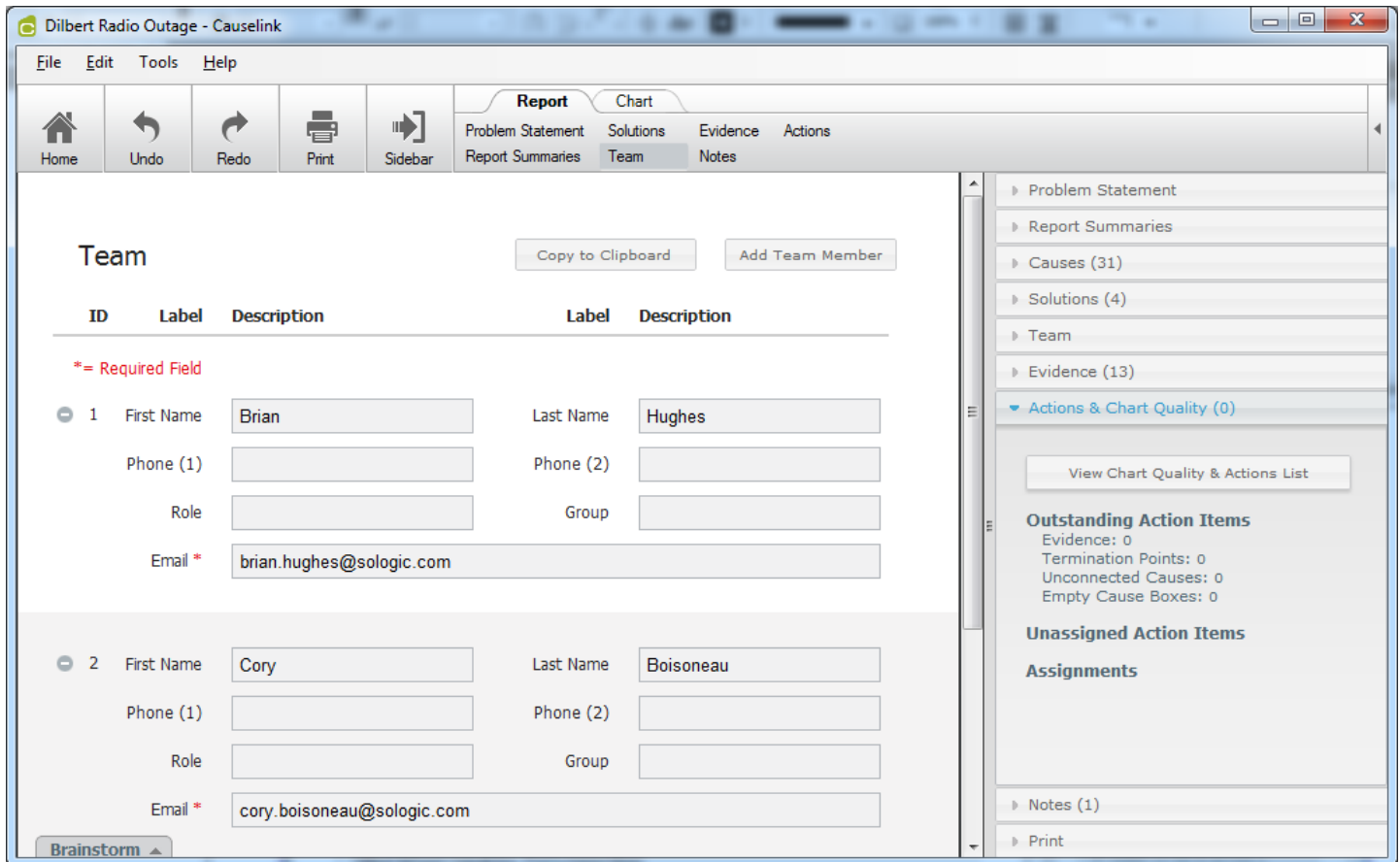
Brainstorm ▲ took 2 hours

A 'Copy to Clipboard' button is located in the top right of the main content area. On the right side, a sidebar provides a navigation menu with the following items:

- Problem Statement
- Report Summaries
- Causes (31)
 - All Causes
 - Details
 - Transitory 15
 - Omission - Transitory 1
 - Non-transitory 14
 - Omission - Non-transitory 1
- Cause Storage
 - drag & drop causes here
- Causes on Chart
 - No Radio Coverage for 2 hours
 - Sector 12 not in service 2
- Solutions (4)
- Team
- Evidence (13)
- Actions & Chart Quality (0)
- Notes (1)
- Print

Team Report

List all team members involved in the analysis in the Team report screen. Team members can be associated with solutions, evidence, or open actions.

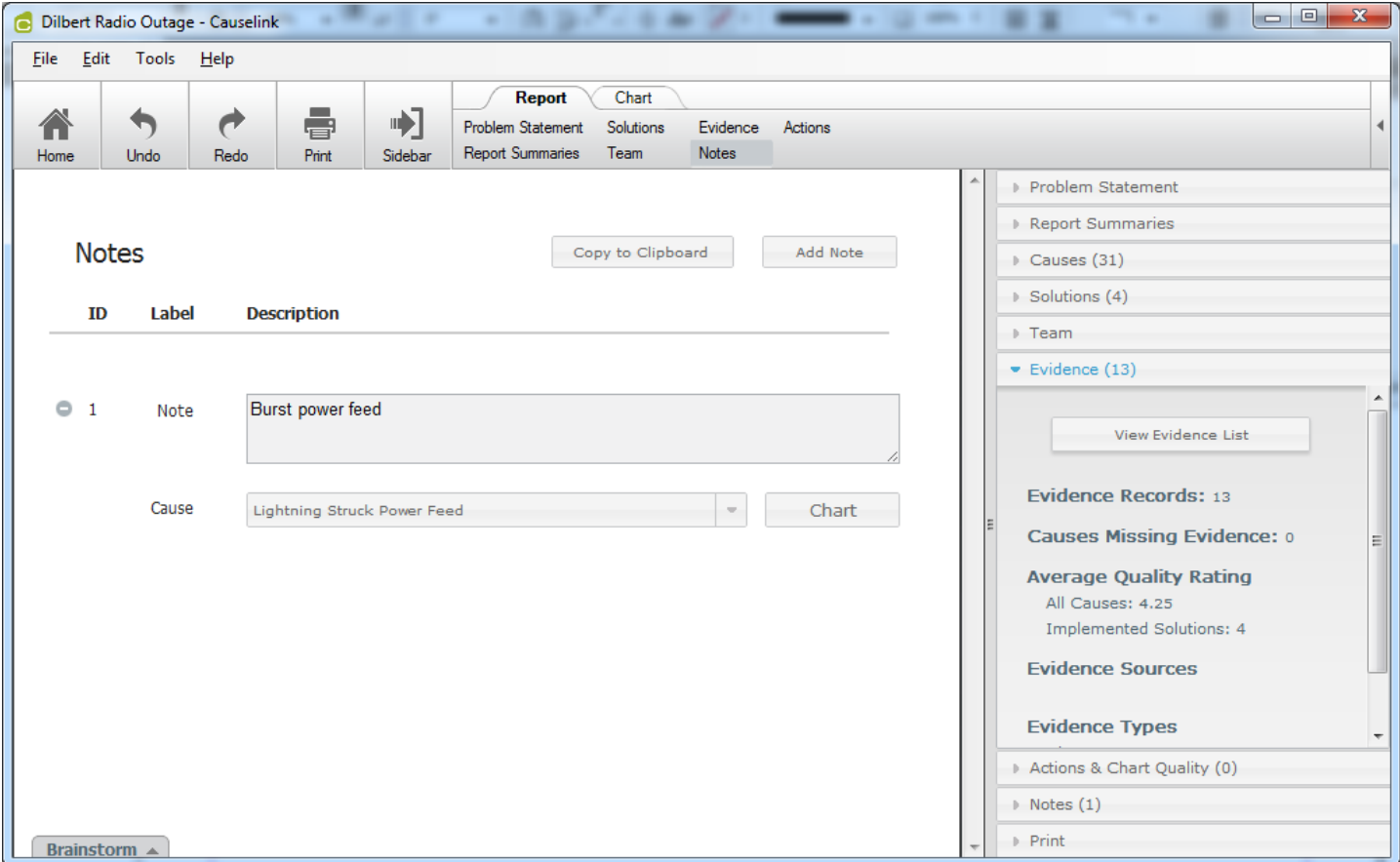


The screenshot shows the 'Team Report' screen in the Causelink application. The window title is 'Dilbert Radio Outage - Causelink'. The interface includes a menu bar (File, Edit, Tools, Help) and a toolbar with icons for Home, Undo, Redo, Print, and Sidebar. The main content area is titled 'Team' and contains two team member entries, each with a form for adding details. The first entry is for Brian Hughes, and the second is for Cory Boioneau. The right sidebar shows a navigation menu with categories like Problem Statement, Report Summaries, Causes (31), Solutions (4), Team, Evidence (13), and Actions & Chart Quality (0). Below the sidebar, there are sections for 'Outstanding Action Items' and 'Unassigned Action Items'.

ID	Label	Description	Label	Description
1	First Name	Brian	Last Name	Hughes
	Phone (1)		Phone (2)	
	Role		Group	
	Email *	brian.hughes@sologic.com		
2	First Name	Cory	Last Name	Boioneau
	Phone (1)		Phone (2)	
	Role		Group	
	Email *	cory.boioneau@sologic.com		

Notes Report

Enter any notes related to the analysis in the Notes report. Notes can be related to specific causes, or can be general notes related to the analysis.



The screenshot shows the Causelink software interface for a report titled "Dilbert Radio Outage - Causelink". The main window has a menu bar (File, Edit, Tools, Help) and a toolbar with icons for Home, Undo, Redo, Print, and Sidebar. Below the toolbar are tabs for "Report" and "Chart". The "Report" tab is active, showing sub-tabs for "Problem Statement", "Report Summaries", "Solutions Team", "Evidence Notes", and "Actions".

The main content area is titled "Notes" and contains a table with the following structure:

ID	Label	Description
1	Note	Burst power feed
	Cause	Lightning Struck Power Feed

Buttons for "Copy to Clipboard" and "Add Note" are located above the table. A "Chart" button is located below the "Cause" row. A "Brainstorm" button is visible at the bottom left of the main area.

The right sidebar contains a navigation menu with the following items:

- Problem Statement
- Report Summaries
- Causes (31)
- Solutions (4)
- Team
- Evidence (13)
 - View Evidence List
 - Evidence Records: 13
 - Causes Missing Evidence: 0
 - Average Quality Rating
 - All Causes: 4.25
 - Implemented Solutions: 4
 - Evidence Sources
 - Evidence Types
 - Actions & Chart Quality (0)
 - Notes (1)
 - Print