



RCA Quick Start Tour

Add new problem statement

Open the RCA report

Problem statement & Description

Fishbone diagram

5 Why analysis

Action plan

Sign-off

Delete problem statement

Add new problem statement

Click Add new problem statement.



New problem statement

Description

Manage Team

Title *

New 9.5l PET storage box cracks on corners.

Complete the problem statement. Do not worry about completing any other information. You'll come back to this later. Do not click Create.

#00D382

Other...

Recurring problem

☐ Yes

☒ No

Make active

Tick to make the problem statement active, changing its status from Identified to To do.

Start date

Due date

The start date cannot be changed once it has been saved

☐ Only Team members can see this problem statement

Allow external users

☐ Create another problem statement

Cancel

Create

Click

New problem statement Description **Manage Team**

Click and select your name from the dropdown list

Add or remove team members

Add or remove assignee

Unassigned

Click to create new problem statement

Click and select your name from the dropdown list

Cancel Create

Open the RCA report

Click on Open report.

Home

RCA

+ New problem statement

Problem statements Actions

| Total | Identified | To do | In progress | Signed off | Over due | No due date | Unassigned | Closed |
|-------|------------|-------|-------------|------------|----------|-------------|------------|--------|
| 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 |

Search

Advanced filters

Status - open problem statements Assignee

Dispatch+258C Du Priority

Over due No due date View closed problem statements

Filter Clear

| ID | PROBLEM STATEMENT | ASSIGNEE | AGE (DAYS) | DUE DATE | DUE DATE CHANGES | STATUS |
|----|---|---------------------------|------------|----------|------------------|--------|
| 01 | New 3.5L PET storage box cracks on corners. | Dispatch+258C Du Priority | 0 | | 0 | Open |

Click to open report

Open report menu



When you click on **Open report** for a specific problem statement the **Open report** page has a menu for the following pages:

- Problem statement & Description.
- Fishbone diagram.
- 5 Why analysis.
- Action plan.

Problem statement & Description

- **Problem statement & Description** is selected by default when you land on **Open report**.
- When completed, this page provides the information about the problem you will use to complete the Fishbone diagram and 5 Why analysis.

Problem statement

01 New 3.5L PET storage box cracks on corners.

| Recurring | Unsettled | Creation | Dispatch+258C Du Priority | Creation | Oct 30, 2024 |
|-----------|-----------|------------|---------------------------|---------------|--------------|
| Status | To Do | Assignee | Dispatch+258C Du Priority | Started | |
| | | Team | Dispatch+258C Du Priority | Last modified | Jan 6, 2025 |
| | | Signed off | No | Due date | |
| | | Approved | No | | |
| | | Archived | No | | |

Description

What happened?

When did it happen?

Where did it happen?

What changed?

Who was involved?

How did it happen?

Images

Image 1 Image 2 Image 3

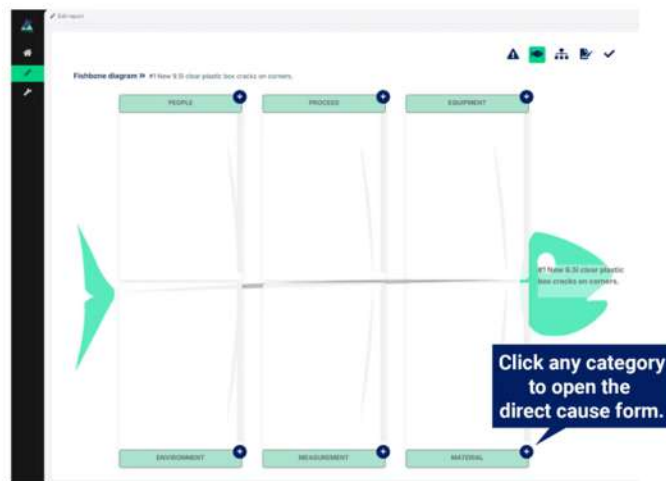
As a new user, the main purpose of the **RCA Tour** is to familiarize you with the application as quickly as possible. Therefore, you may look at the **Fishbone diagram**, **5 Why analysis**, **Action plan** and **Sign-off** pages first and then get more detail on the Problem statement & Description at <https://gembaci.com/rca-tour/problem-statement-description/>.

In an actual RCA you'll first do a proper investigation of the problem before you move on to the other pages.

Fishbone diagram

The Fishbone diagram is used to brainstorm the direct causes of the problem.





You can add the following direct causes:

Category: People

- Heavy loads or impacts during use or transportation exceeds the design limits of the crates.
- Improper handling during transportation or storage.

Category: Material

- Inconsistent material distribution.

Category: Process

- Design does not adequately distribute stress.

Prioritize (probable / non-probable)

When you are done, prioritize the most likely direct causes by marking them as Probable.

New cause

Problem statement

#1 New 9.5l clear plastic box cracks on corners

Title*

Background

Select to create another direct cause without first returning to the Fishbone diagram.

Click to create a direct cause

Create another cause

Cancel Create

Mark the following direct causes as probable:

- Improper handling during transportation or storage.
- Inconsistent material distribution.
- Design does not adequately distribute stress.

People

Heavy loads or impacts during use or transportation exceeds the design limits of the crates.

Improper handling during transportation or storage, such as dropping the crates or stacking them unevenly

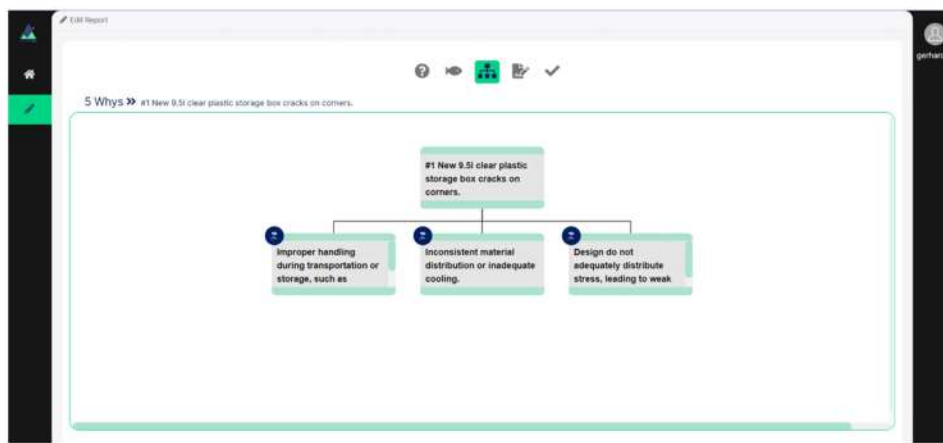
Click to mark as probable

5 Why analysis



When you mark a direct cause as probable in the Fishbone diagram, it is automatically added to the 5 Why analysis.

The 5 Why analysis in Gemba RCA is presented as a Cause tree diagram.



When you role your mouse cursor over a cause, one or more of the following icons are displayed, depending on the cause you have selected:

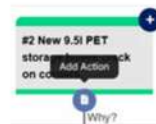


Add causes

Add more **causes** by clicking on the **Add** icon on "Design do not adequately distribute stress."

Add an action

Click on the **Add action** icon on the problem statement.



Complete the Title as "Quarantine all stock on site."

Select the Action type as Containment and click Add.

Add action

Problem statement

New 9.5l clear plastic

Title *

Quarantine all stock on site.

Action type

Containment/ Correction/ Short term a

Assigned

Unassigned

Due date

Action status

To do

Cancel

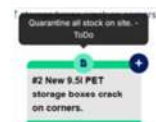
Add

Complete the action

Select the action type

You can easily see if a cause has at least one action as a green Action icon is displayed at the top of the cause.

When you roll over the icon, the actions are displayed.



Click on the icon to add more actions. You can also add more actions from the Action plan (see below).

Mark as root cause



Click to mark the cause as the root cause.

You can easily see if a cause has been marked as a root cause as the root cause icon becomes green.

Every cause chain must have:

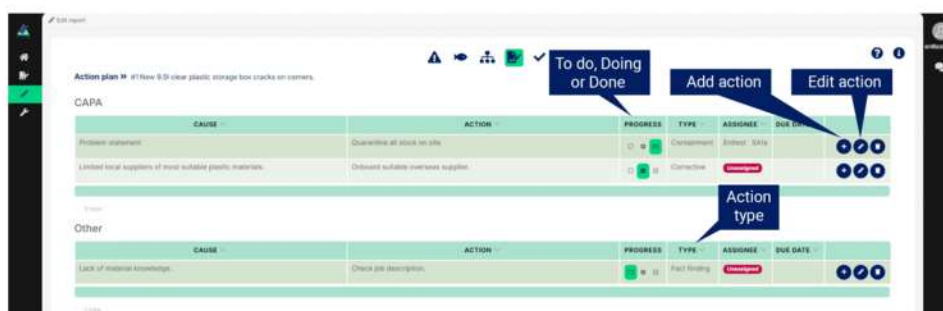
- a root cause; and
- at least one action,

before the RCA can be signed off

(see **Sign-off** below).

Action plan





| CAUSE | ACTION | PROGRESS | TYPE | ASSIGNEE | DUE DATE |
|---|--------------------------------------|----------|-------------|----------------|----------|
| Problem statement: New 5.5 clear plastic storage box stacks on corners. | Quarantined all stock on site. | To do | Containment | Assignee: SARA | |
| Limited local suppliers of most suitable plastic materials. | Obtained suitable overseas supplier. | Doing | Corrective | Unassigned | |

| CAUSE | ACTION | PROGRESS | TYPE | ASSIGNEE | DUE DATE |
|-----------------------------|------------------------|----------|--------------|------------|----------|
| Lack of material knowledge. | Check job description. | Done | Fact finding | Unassigned | |

Actions from Problem statement and 5 Why analysis are added to the Action plan.

Action progress

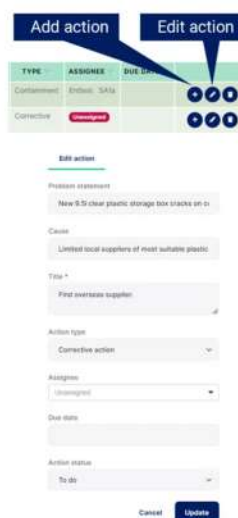
You can update the progress on the action by marking it as **To do, Doing** or **Done** in the table.

All:

- root causes must have at least one action; and
- actions must be in **Done** status, before the RCA can be signed off (see **Sign-off** below).

Add action & Edit action

You can **add** new actions or **edit** existing actions from the Action plan.



Add action **Edit action**

| TYPE | ASSIGNEE | DUE DATE |
|-------------|----------------|----------|
| Containment | Assignee: SARA | |
| Corrective | Unassigned | |

Edit action

Problem statement: New 5.5 clear plastic storage box stacks on in

Cause: Limited local suppliers of most suitable plastic

Title: First overseas supplier

Action type: Corrective action

Assignee: Unassigned

Due date:

Action status: To do

Cancel **Update**

Action types

Visit <https://gembaci.com/rca-101/action-plan/> to learn more about action types in GembaCI RCA.

Sign-off



Only the Assignee of an RCA and the Admin can sign the RCA off.



Sign-off Due date test 08 Sept

Confirmation

- ☒ All root causes identified.
- ☒ All actions completed.
- ☒ Problem contained and corrected.
- ☒ Recurrence and similar occurrence prevented.

Signed-off **Approved** **Audited**

Update

Cancel **Update**

Confirmation

Before the RCA can be signed of the system will check that:

- All cause chains have a root cause.
- All root causes have at least one action.
- All actions are completed.

The Assignee must then confirm that:

- the problem was contained and corrected; and
- recurrence and similar occurrence were prevented

by ticking the two boxes and clicking on **Update**.

Signed-off

Once the Confirmation has been done, the Assignee can sign the RCA off.

Close

Depending on organizational policy, once the RCA is signed-off by the Assignee it can be closed from Problem statement, with or without it first being:

- approved; and/or
- audited.

Delete problem statement

During the trial your organization is limited to 3 active RCA's. Please delete your RCA from Problem statement & Description.

Problem statement

#2 New 9.5l PET storage boxes crack on corners.

| | | | | | |
|------------|-----------|-------------|------------------|----------------|-------------|
| Recurring: | Uncertain | Creator: | Gerhard Du Plooy | Created: | May 6, 2025 |
| Status: | ToDo | Assignee: | Gerhard Du Plooy | Started: | |
| | | Team: | Gerhard Du Plooy | Last modified: | |
| | | Signed-off: | No | Due date: | |
| | | Approved: | No | | |
| | | Audited: | No | | |

Description

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