

Creating a Realitychart



STEP 1

DEFINE THE PROBLEM

- **What** – The Primary Effect...
- **When** – Chronological and Relative...
- **Where** – Specific and Relative...
- **Significance** – Actual and Potential impact on goals, Frequency of occurrence...

STEP 2

DETERMINE THE CAUSAL RELATIONSHIPS*

- For each effect ask, "Caused by what?"
- Look for causes in actions and conditions.
 - * The problem-solving process is iterative and each Realitychart will be visited several times before completion.

STEP 3

PROVIDE A GRAPHICAL REPRESENTATION

- Connect all causes on the workspace.

STEP 4

PROVIDE EVIDENCE

- Support all causes with evidence.

STEP 5

DETERMINE IF CAUSES ARE SUFFICIENT AND NECESSARY

- End each cause path with a reason for stopping, feedback loop, or action item to obtain the information needed.
- Verify the causes of each effect occur at the same place and same time frame.

STEP 6

IDENTIFY EFFECTIVE SOLUTIONS

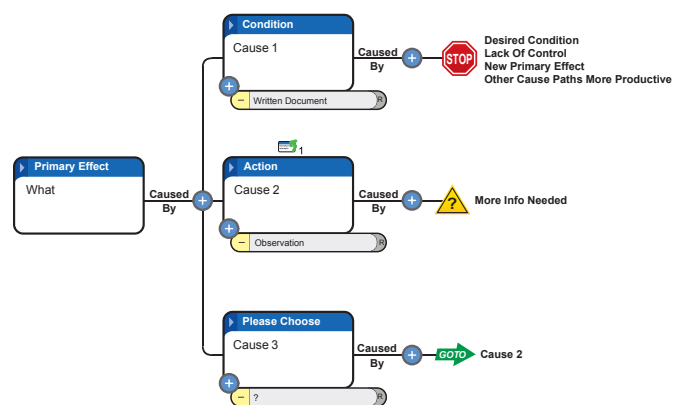
Challenge the causes and offer solutions that satisfy the criteria:

- Prevent or greatly reduce the risk of recurrence.
- Not cause other unacceptable problems.
- Be within your control.
- Meet your goals and objectives.

STEP 7

IMPLEMENT AND TRACK SOLUTIONS

- Assign team members to implement the best solutions.
- Summarize the RealityCharting® analysis.
- Verify solutions were effective.



Problem Solving with RealityCharting®



Analysis Trigger

Gather Data - Synergize with Others

GATHER DATA

Data Gathering

- Brainstorm Feature
- Holding Area for First-Look Causes
- RC Simplified™

DEFINE THE PROBLEM

Write it Down

- What
- When
- Where
- Significance

CREATE A REALITYCHART

Analysis

- Automatic Starting Point
- On Demand Toolbar
- Dynamic Chart Building
- Drag & Drop
- Copy & Paste
- Feedback Loops – GO TO Causes
- Endless Workspace
- Cause Attribute Links
- OR Logic
- User Defined Preferences
- Notes & References
- Evidence
- Track Changes
- Hide/Show Causes

Sharing Information

- e-Mail Packaged Files
- Print to PDF
- Export
- Import
- Page Layout Views
- Dashboard
- Link Realitycharts
- Link Documents

Guidance

- Wizard
- Rules Check
- Advanced Rules
- Advanced Evidence
- Action Item Report
- Find Causal Elements

PRINT REALITYCHART

Layout Views

- Compact View
- Custom View
- Causal Elements View

IDENTIFY SOLUTIONS

Solutions

- Solution Generation
- Possible Solution Report & Criteria Check
- Solution Assessment Report

VERIFY SOLUTION SUCCESS

IMPLEMENT SOLUTIONS

Reporting

- Standard Report Formatting
- Automatic Report Generation

ARMS Reliability is an authorized global training provider of the Apollo Root Cause Analysis™ methodology. RealityCharting® is the software tool that supports the Apollo Root Cause Analysis™ process.