

Australian/New Zealand Standard™

**Root cause analysis (RCA)**



## **AS/NZS IEC 62740:2016**

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee QR-005, Dependability. It was approved on behalf of the Council of Standards Australia on 21 July 2016 and by the New Zealand Standards Approval Board on 6 July 2016.

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# Australian/New Zealand Standard™

## Root cause analysis (RCA)

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## PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR-005, Dependability.

The objective of this Standard is to specify the steps that root cause analysis (RCA) should include and explain some techniques for identifying root causes. The Standard identifies a number of attributes of RCA techniques which assist with the selection of an appropriate technique. It describes each RCA technique and its relative strengths and weaknesses.

This Standard is identical with, and has been reproduced from IEC 62740:2015, *Root cause analysis (RCA)*.

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## INTRODUCTION

Root cause analysis (RCA) refers to any systematic process that identifies factors that contributed to a particular event of interest (focus event). RCA is performed with the understanding that events are addressed by understanding the root causes, rather than the immediately obvious symptoms. RCA aims to reveal root causes so that either the likelihood of them occurring, or their impact if they do occur, can be changed.

An important distinction to make is that RCA is used to analyse a focus event that has occurred and therefore analyses the past (a posteriori). However, knowledge of the root causes of past events can lead to actions that generate improvements in the future.

This International Standard is intended to reflect current good practices in the conduct of RCA. This standard is general in nature, so that it may give guidance across many industries and situations. There may be industry specific standards in existence that establish preferred methodologies for particular applications. If these standards are in harmony with this publication, the industry standards will generally be sufficient.

This standard is a generic standard and does not explicitly address safety or accident investigation although the methods described in this standard may be used for this purpose.

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