

## Welcome

My name is Linda Anthony and I will be your mentor for this training. I have three jobs:

- Help you transition between frames
- Introduce you to training scenarios
- Act as a virtual supervisor when necessary

My first task is to show you how this course is organized.



## Course Lessons

This Root Cause Analysis course has seven lessons:

1. Root Cause Analysis (RCA) Overview
2. Problem Definition
3. Cause and Effect Analysis
4. Root Cause
5. Corrective Action
6. RCA Reporting
7. RCA Validation



## System Requirements

In order to access all features of this course, your computer must meet specific system requirements and have the necessary software applications.

***Select each icon in the graphic to learn more.***



## System Requirements

### Screen Resolution

Screen resolution determines how the content appears on the computer monitor. To view the entire content window, screen resolution should be at least **1024 x 768** pixels.

For Windows XP:

1. Right-click the desktop, and then click **Properties**.
2. In the **Display Properties** dialog box, click the **Settings** tab.
3. Move the **Screen resolution** slider to a resolution of **1024 x 768** or higher.
4. Click **Apply** to have the new resolution take effect.
5. If the **Monitor Settings** dialog box appears, look at your display. If you like the new resolution, click **Yes**. If you do not like the resolution, click **No**, and return to step 3 to try a different resolution.
6. Click **OK**.

For Windows Vista, 7, and 8:

1. Right-click the desktop, and then click **Display**.
2. Under Resolution, move the slider to a resolution of **1024 x 768** or higher.
3. Click **Apply**.



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### Adobe® Flash® Player

Adobe® Flash® Player Version 12+ is necessary to view some of the presentations embedded within the content.

If you do not have Flash® Player, go to the [Adobe® Website](#) to download the software.

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### Adobe® Reader® Player

Adobe® Acrobat® or the Adobe® Reader® Version 10+ software is necessary to access some of the documents embedded in this course.

If you do not have Adobe® Acrobat® or Adobe® Reader® on your computer, then you should download the Adobe® Reader® software from the [Adobe® website](#).

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### Accessibility

Microsoft®Windows® allows you to change some of the features on your computer. This can be useful if you have physical or visual needs that require special accommodation. The Accessibility Options are located in the Control Panel.

For Windows XP:

1. Select **Start** from the Taskbar to open the Start menu.
2. Select **Control Panel**.
3. From the Control Panel window, select Accessibility Options. In the **Accessibility Options** dialog box, you may change a number of different options on your computer.

For Windows Vista, 7 and 8:

1. Select **Start** from the Taskbar to open the Start menu.
2. Select **Control Panel**.
3. From the Control Panel window, select **Ease of Access**. From this menu, select and change the different options on your computer.

**NOTE:** Additional Accessibility information is provided later in this lesson.



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## Browsers

This module should be viewed using Internet Explorer 8.0 or higher. The following browser settings should be applied:

- Pop-up blockers disabled
- Cookies enabled at medium-low security level
- Enable Automatic prompting for file downloads in the Security Settings
- Font size or DPI set to normal or small



## **System Requirements**

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### **Computer Specifications**

The following minimum computer specifications are required for optimal display.

- Pentium 400 MHz Processor
- 6 GB Hard Drive
- 64 MB RAM

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### Internet Connection

A minimum Internet Connection Speed of 56 kbps is required.

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## Additional Support

If you experience any issues with the course or require additional assistance to make the necessary system changes, contact [dauhelp@dau.mil](mailto:dauhelp@dau.mil) or call the Help Desk at (703) 805-3459 (Option #1), 1-866-568-6924 (Option #1), or DSN 655-3459 (Option #1).

## Hyperlinks

Links in the form of text, graphic hotspots, and buttons embedded throughout the course provide you with access to additional information.

Hyperlinked text is always underlined and appears in blue. Clicking a hyperlink may:

1. Display a [Popup](#) window
2. Open a [PDF](#) document
3. Access an [external website](#)





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### Popup

This is a sample popup window.  
Close it by either reselecting the hyperlink or by selecting the open Popup window.



## Navigation

### Navigating between Lessons

The Atlas table of contents column to the left lists the lessons in each module. To access each lesson, select its title in the list. The circles next to each lesson title, called Harvey balls, track your progress toward completion. Depending on the version you are using, when you complete a lesson, either a circle will be filled with orange or a green check mark will display.

In cases where the circle does not fill or a check mark does not display immediately after you complete the lesson, it should fill after you access another lesson or the next time you log into the module.

### Navigating within Lessons

The "Back" and "Next" buttons, located in the bottom center of the page are the primary lesson navigation tools. Select these buttons with your mouse cursor or use the Left and Right arrow keys of your keyboard to either advance or return to a page.



## Module Features

Standard features include the **Resources**, **Print**, and **Help** menus. These menus are accessed by selecting the buttons located in the top right of each page. Close these menus by selecting the small X icon in the top right corner of each menu when visible.

*Select each menu button in the graphic below to learn more.*

**LOG206 Intermediate Systems Sustainment**  
**Structure and Maintenance of FAR**

**RESOURCES | PRINT | HELP**

**Complete Answers in the FAR**

It is important to note here that you will rarely find a "complete" answer contained within a single paragraph within the FAR.

Many provisions contained in each paragraph of the FAR are dependent on guidelines set forth in other paragraphs. Therefore, you must be diligent in your research of a given topic to ensure that your conclusions are both accurate and complete.

**RESOURCES | PRINT | HELP**



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The image shows a document page with a callout box. The callout box is titled "Resources" and contains the text: "The Resources menu contains hyperlinks to supplemental information. Examples of resources include reference publications, external web sites, directories, documents, or a glossary. Please note that not all courses include resources." The callout box is pointing to a button in the top right corner of the document page that says "RESOURCES | PRINT | HELP". The document page itself has a header "LOG206 Intern" and "Structure and Mai", and a sub-header "Complete Answer". The main text on the page discusses the importance of finding a "complete" answer within a single paragraph within the FAR, and mentions that many provisions contained in each paragraph of the FAR are dependent on guidelines set forth in other paragraphs. Therefore, you must be diligent in your research of a given topic to ensure that your conclusions are both accurate and complete.



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The image shows a screenshot of a course page. A callout box titled 'Print' is overlaid on the page, explaining that the Print button opens a menu with a course outline and hyperlinks to PDF print files for each lesson. The background page has a header 'LOG206 Intermediate Structure and Main Complete Answer' and two paragraphs of text. A dark red menu bar with the text 'RESOURCES | PRINT | HELP' is overlaid on the right side of the page. The background image of the page shows a woman's face.

**Print**

The Print button opens the print menu which contains a course outline. Each lesson is hyperlinked to a print file document. Select the hyperlink to open the PDF print file for that lesson. Print or download the document as needed.

**LOG206 Intermediate Structure and Main Complete Answer**

It is important to note here that you will rarely find a "complete" answer contained within a single paragraph within the FAR.

Many provisions contained in each paragraph of the FAR are dependent on guidelines set forth in other paragraphs. Therefore, you must be diligent in your research of a given topic to ensure that your conclusions are both accurate and complete.

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**Help**

The Help menu contains information about the module layout in Atlas, points of contact for technical help, and module version information.

**RESOURCES | PRINT | HELP**

**RESOURCES | PRINT | HELP**

## Media Player

Videos and audio narration are used in this course to deliver content and provide amplifying information. A media player is used to control both types of media. If a page contains either video or audio, the media player will be displayed near the bottom of the page.

***Select each icon in the graphic below to learn more.***



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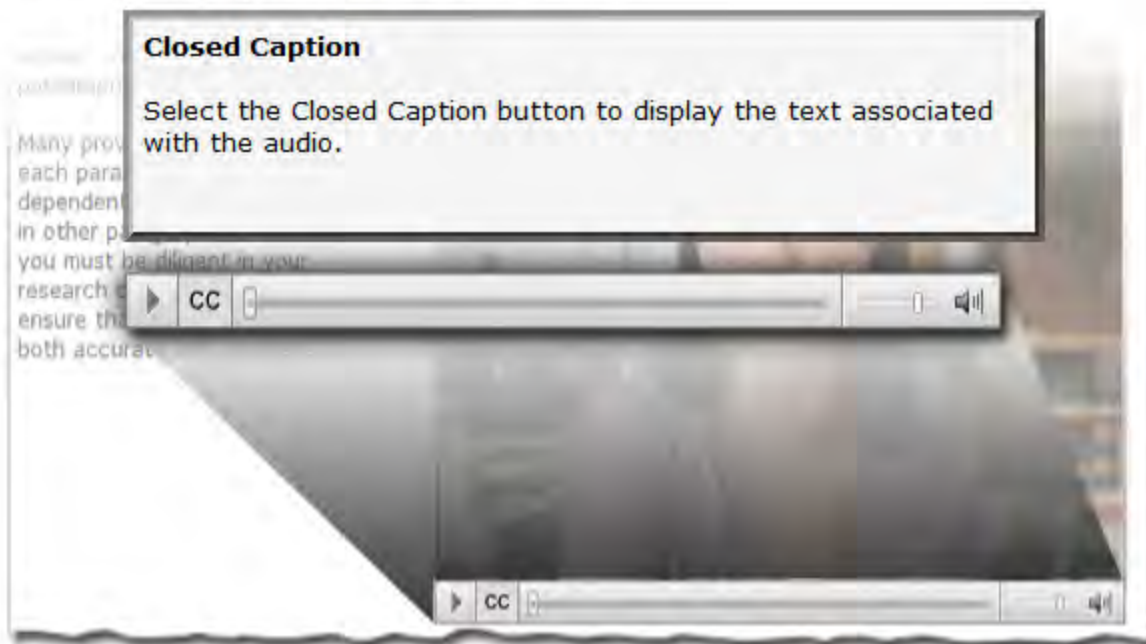




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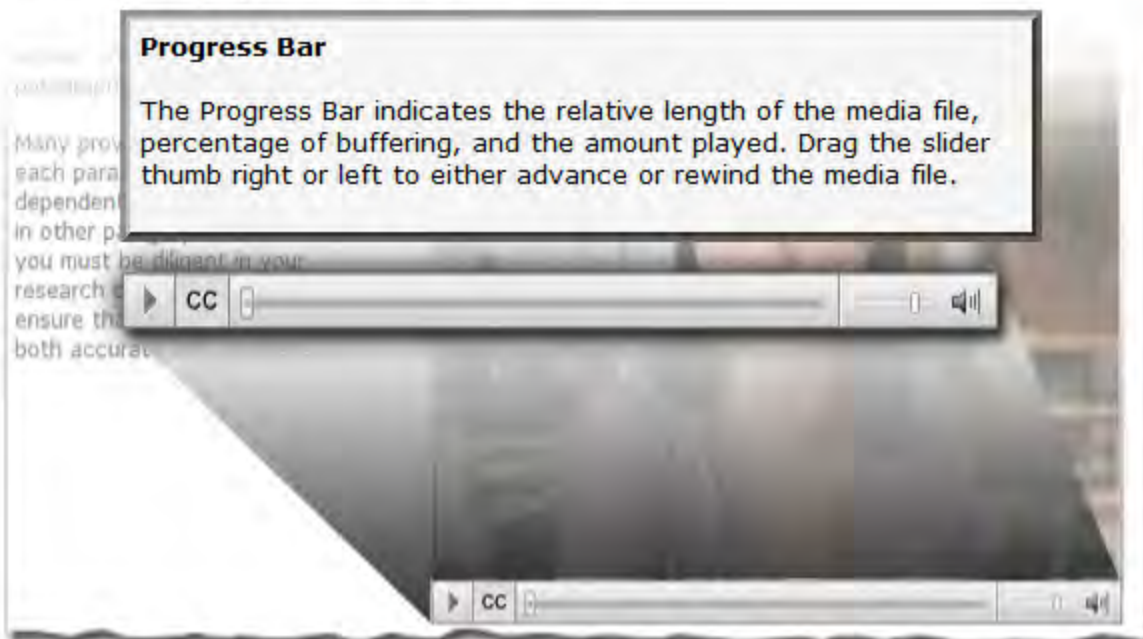
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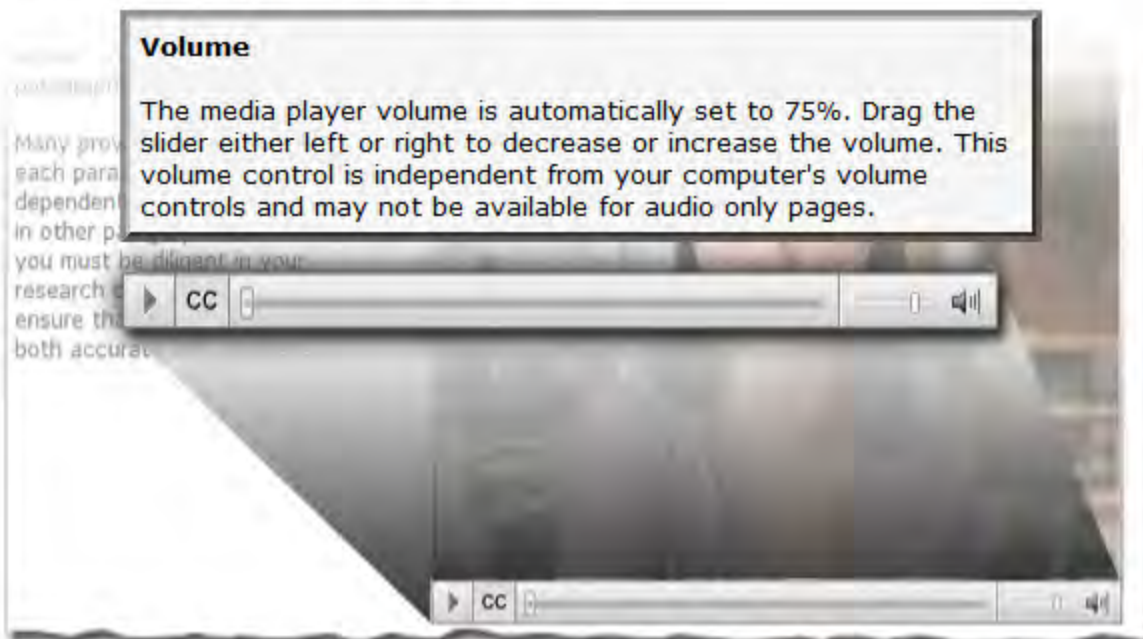
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## Accessibility

This course was developed in accordance with the Rehabilitation Act Amendments of 1998 Section 508 standards for accessibility for persons with disabilities. To meet these requirements, text alternatives are provided for all graphics.

The text alternatives can be read aloud by a screen reader, allowing individuals with visual impairments to receive information that is presented graphically.

Two graphic text formats are used:

- **Alt tags:** Provide a brief description of the image (which is read aloud by a screen reader when activated)
- **Long Descriptions, or D-links:** Provide a detailed text description of an image when a short description is not sufficient. D-link descriptions are accessed by clicking the **D** located at the bottom right of the page



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Two graphic text formats

### Long Description

Computer monitor with a wheelchair accessible logo and notebook computer displayed.



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[D](#)

## Knowledge Reviews

Knowledge Review questions of various formats including True/False, Multiple Choice, Multiple Correct, and Fill in the Blank may be contained in this course.

The Knowledge Reviews are designed to reinforce learning and check your understanding of the material.



## Exams

In accordance with DAU policy, you will be allotted THREE attempts to pass the exam(s) in this course with 100% accuracy. If you are unable to achieve this score, you will be automatically disenrolled from the class, your enrollment will be assigned the status of "Unsuccessful Completion," and you will incur any academic penalty that your organization's policy mandates. A DAU Certificate of Completion is generated after successful completion of all module exams and the course survey.





## Transition

Now that you've seen the mechanics of our training, it is time to transition to the tutorial.

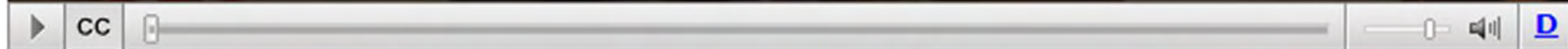
There are three more topics to cover:

- Why is this training important to you?
- Where does this training fit in your way forward?
- What is the standard model for Root Cause Analysis?

Next, you will hear a message from the Defense Contract Management Agency (DCMA).

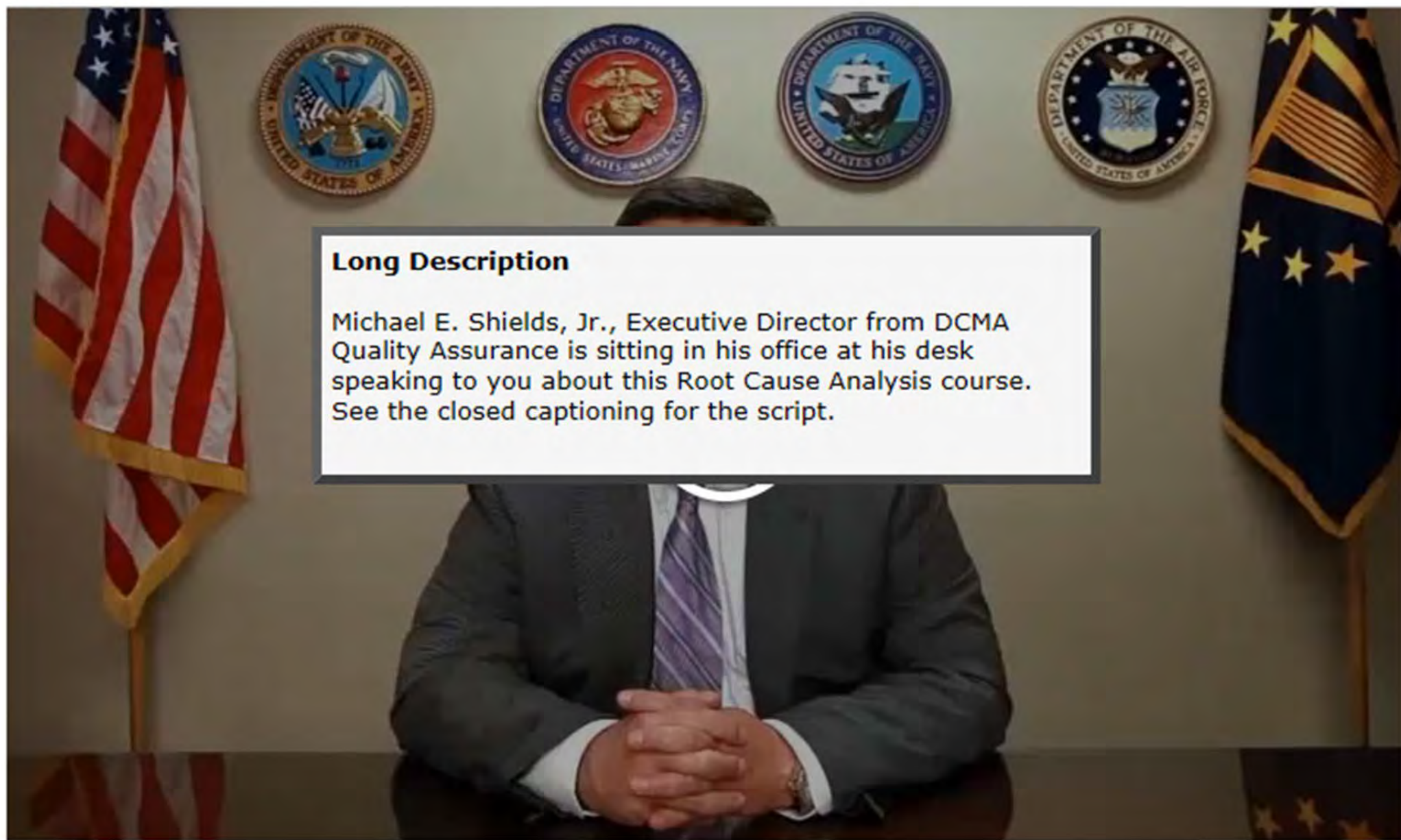


DCMA Video



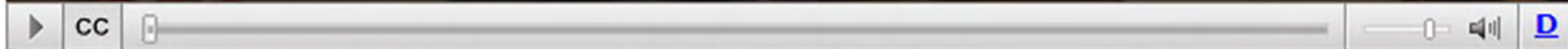


DCMA Video



**Long Description**

Michael E. Shields, Jr., Executive Director from DCMA Quality Assurance is sitting in his office at his desk speaking to you about this Root Cause Analysis course. See the closed captioning for the script.





**DCMA Video**



**Closed Captioning**

Welcome to the Root Cause Analysis course. Although this training is designed for the Quality Assurance Specialist, it can be used by any acquisition professional to enhance their knowledge of the Root Cause Analysis process.

This training leads you through a structured approach to problem solving, that is, looking at a problem methodically. Simply stated, you will learn to determine what happened, how it happened, and why it happened. Root Cause Analysis is a required action by suppliers when addressing customer complaints, whether the complaint is received through a deficiency report or a request for corrective action.

We have included situations in our training that are event-based, with problems that are both real and imagined. So, take your time. This course is self-paced and offers a lot of information pooled from the best industry references and subject matter experts. I'll be back at the end of the course to sum things up.





## Stairway to Quality

This Root Cause Analysis (RCA) course is one of many steps on your overall journey to understanding Quality Assurance (QA).



# Stairway to Quality



## Stairway to Quality

This Root Cause Analysis (RCA) course is one of many steps on your overall journey to understanding Quality Assurance (QA).

### Long Description

The mentor, Linda, stands at the base of a staircase, and points up it. Each stairstep is labeled as a different course in the Quality Assurance (QA) curriculum. One of the steps is highlighted and is labeled as "CMQ220 Root Cause Analysis" (the current course).



CMQ231 Data

CMQ230 Quality Control

**CMQ220 Root Cause Analysis**

CMQ210 Calibration Systems

CMQ205 Quality Assurance of Packaging and Marking

CMQ200 Statistical Sampling

CMQ142 Measuring Techniques

CMQ101 Government Contract Quality Assurance (GCQA) Fundamentals

CMQ100 Introduction to Quality Assurance

## Root Cause Analysis Model

This course follows a standard model for root cause analysis. The major steps of the RCA process are illustrated in a circular fashion here to suggest that the root cause of every problem does not always start at the same point.

The lessons in this course begin with Problem Definition and then progress clockwise through RCA Validation.





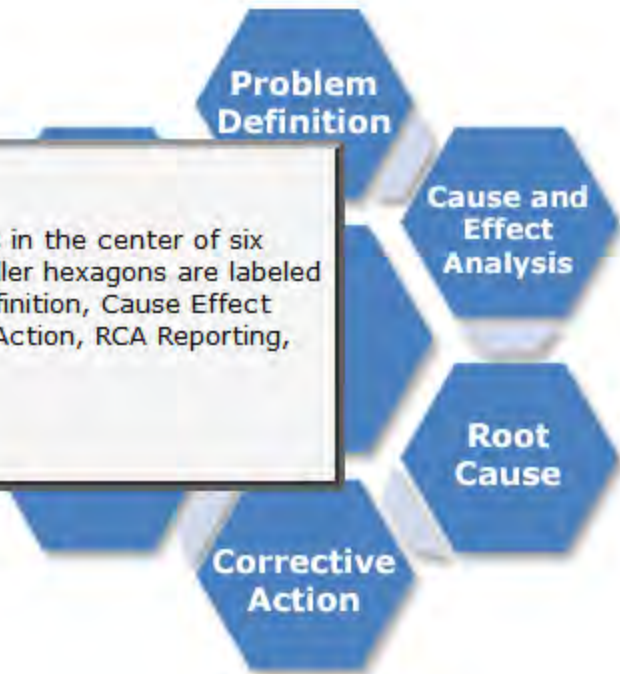
## Root Cause Analysis Model

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The lessons in this course follow the steps of the RCA process: Problem Definition and then progress through Cause and Effect Analysis, Root Cause, Corrective Action, RCA Reporting, and RCA Validation.

### Long Description

A large hexagon labeled "RCA" sits in the center of six other smaller hexagons. The smaller hexagons are labeled clockwise from top as Problem Definition, Cause Effect Analysis, Root Cause, Corrective Action, RCA Reporting, and RCA Validation.





## **Introduction Completion**

You have completed the content for this introduction.

To continue, select a lesson from the Table of Contents on the left.

If you have closed or hidden the Table of Contents, click the Show TOC button at the top in the Atlas navigation bar.