



Root Cause Analysis: Improving Performance for Bottom-Line Results, Fourth Edition

By Robert J. Latino, Kenneth C. Latino, Mark A. Latino



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What is RCA? It seems like such an easy question to answer, yet from novices to veterans and practitioners to providers, no one seems to have come to agreement or consensus on an acceptable definition for the industry. Now in its fourth edition, **Root Cause Analysis: Improving Performance for Bottom-Line Results** discusses why it is so hard to get such consensus and why various providers are reluctant for that to happen.

See what's new in the Fourth Edition:

- Human Error Reduction Techniques (HERT) – *new chapter*
- Failure Scene Investigation (FSI) – Disciplined Evidence Gathering
- Categorical versus Cause-and-Effect RCA Tools
- Analysis Tools Review
- The Germination of a Failure
- Constructing a Logic Tree
- Introduction of PROACTOnDemandSM
- The Advantages of Software-as-a-Service (SaaS)
- The Pros and Cons of RCA Templates
- Three New Client Case Histories

The authors discuss evidence collection and strategy, failure scene investigation techniques, the human element, and the contribution of human performance and human factors to poor decision making. They clarify definitions that can be considered ambiguous and underscore the distinctions between applying PROACT manually using a paper-based system versus using an automated software tool.

Written by practitioners for practitioners, the book outlines an entire RCA system which involves a cultural paradigm change about how failure is perceived and acted upon in an organization. The authors' trademark, down-to-earth style provides a step-by-step action plan for how to construct and implement a root cause analysis system that can be applied to any industry.

Read MRI Safety 10 Years Later, co-authored by Robert Latino.

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Editorial Review

Review

The Latino brothers have been trail blazers in Root Cause Analysis for as long as I have known them. They have been particularly visionary in pioneering the inclusion of Human Factors into this field, via the PROACT methodology, over the past decade and a half. As always, their vision has been right on target!

As assets become more sophisticated, and we become more reliant on machinery, human error (and the reasons for it) are a far greater part of the reliability picture. This book will provide even greater support to companies that want to get the most out of their physical assets, and the PROACT methodology will continue to deliver unique value as they continue to evolve the method.

?Daryl Mather, Owner and Principal Consultant, Reliability Success Pty Ltd

"Having been involved since 1988 in the use of RCI's root cause methodology, I know it provides repeatable success regardless of the magnitude of failure or type of industry. I can solidly contribute \$10 million in savings from using the process. The knowledge in this book will stop the cycle of repeated failures.

?Tim Stovall, CMRP, Reliability Leader, NOVA Chemicals, Inc.

... a technique that allowed us to fix a chronic processing problem that plagued one of our gas plants for more than ten years. If not for this technique, we would still be 'fire fighting' this problem today.

?Alan Laundry, Tech. Services Manager, Westcoast Energy, Inc., Ft. St. John, BC.

Very complete course on how to perform RCA from start to finish. Real life examples of problems are excellent in making connections.

?Doug Plucknette - Eastman Kodak

... an excellent thought process stimulator. The ideas generated are excellent and much good variety of industries represented, lots of interaction and information exchanged.

?Thomas Bublitz - Herman Miller, Inc.

A must for reliability engineers.

?Tom Hutchinson - Mead Paper

... am finally convinced that this is the tool of choice (when compared to RCM)

?Doug Walwyn, Maintenance & Reliability Engineer, General Mills, Inc.

Very Informative. Exceeded my every expectation.

?Carl Bright, Maintenance Supervisor, Cryovac Sealed Air Corp.

Praise for Previous Editions:

Unfortunately, hero-based maintenance, noble as it is, is not the most effective business strategy and points to a reactive corporate culture. ... The problem solving methods discussed in this book cover much more than how to determine the obvious cause of the problem. This book discusses how to set up a blame free methodology that encourages deeper problem discovery that results in permanent solutions. It stresses that Root Cause Analysis requires a dedicated team coupled with management support and explains ways to communicate the impact so a business case can be made. Best of all it teaches how to create an entire company of proactive problem solvers that will move your operation to the next level of profitability and effectiveness. ... I am confident that this book will have a profound effect on your problem solving ability. ?From the Foreword by Terrence O'Hanlon, CMRP, Publisher, Reliabilityweb.com

The reviewer would like to recommend this book to all reliability and maintenance engineers for a serious look at the material presented in the book and to reliability schools for graduating engineering students. It is a good book that explains the root cause analysis approach to engineering systems.

– Krishna B. Misra, in *International Journal of Performability Engineering*, April 2008, Vol. 4, No. 2

About the Author

Robert J. Latino is the CEO of Reliability Center, Inc., a Reliability Consulting firm in Hopewell, Virginia that specializes in improving Equipment, Process and Human Reliability. Kenneth C. Latino and Mark A. Latino are Presidents at Reliability Center, Inc.

Users Review

From reader reviews:

Patricia Skinner:

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Billie Sneed:

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Mary Haskell:

Reading can called thoughts hangout, why? Because if you are reading a book especially book entitled Root Cause Analysis: Improving Performance for Bottom-Line Results, Fourth Edition the mind will drift away trough every dimension, wandering in most aspect that maybe unidentified for but surely will become your mind friends. Imaging just about every word written in a book then become one type conclusion and explanation that maybe you never get ahead of. The Root Cause Analysis: Improving Performance for Bottom-Line Results, Fourth Edition giving you one more experience more than blown away the mind but also giving you useful data for your better life in this particular era. So now let us explain to you the relaxing pattern this is your body and mind will probably be pleased when you are finished examining it, like winning an activity. Do you want to try this extraordinary shelling out spare time activity?

Brian Rutt:

Are you kind of occupied person, only have 10 or maybe 15 minute in your morning to upgrading your mind ability or thinking skill even analytical thinking? Then you are having problem with the book as compared to can satisfy your limited time to read it because all this time you only find guide that need more time to be examine. Root Cause Analysis: Improving Performance for Bottom-Line Results, Fourth Edition can be your answer mainly because it can be read by a person who have those short time problems.

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