



ROOT CAUSE ANALYSIS

SUMMARIZING PROTOCOL

This protocol is designed to summarize the findings from a Root Cause Analysis (RCA) process. It is intended to summarize knowledge gained by a team engaging in an investigation together and to support surfacing any additional learnings and/or wonderings. This protocol includes a summary document.

Participants

Roles: Facilitator, Scribe

Group Size: 2+

Time: 10-20 minutes

Materials

In-person: post-its, pens, pencils, copies of the summary document, or poster paper labeled with the heading from the summary document, and other note-taking tools.

Virtual: Invite participants to have note-taking materials on hand, share the summary document for all to see.

Instructions for Use

1. **Complete the summary form.** Invite participants to write their responses on their own copies of the summary form post-its or complete one collectively. Move through the questions as a group, one at a time.
2. **Reflection.** Invite participants to spend 2-3 minutes reviewing the summary.
3. **Document Surprises.** Following the reflection, invite participants to write down 1-2 things that were surprising or unexpected. (Use the documentation method that aligns to your facilitation approach; virtual, in-person on post-its to move to poster paper, the summary document, or a note-taking tool)
4. **Document Learnings.** Invite participants to write down 2-3 things that they learned.
5. **Document Questions.** Invite participants to write down any lingering questions that they have.

**Utilize the affinity protocol to synthesize the reflections*



Summarizing Document

Team members names, role:

Root Cause Analysis Step	Summary
Problem Statement	
Investigative methods	
Summary of strengths and weaknesses	
Root Causes with supporting data	