

Root Cause Codes:

MAIN TERM	ROOT CAUSE CODE	DEFINITION/DESCRIPTION
C1 - Machine (Machine and Equipment)	C11	Machine or equipment related
	C12	Fixture related
	C13	Tool related
C2- Management (Quality Management System, Planning, Education/Training)	C21	Training was insufficient or inadequate
	C22	Responsibilities not defined or not understood
	C23	Resources competencies were inadequate
	C24	Communication issues (e.g., shift hand over b/w operators)
	C25	Planning and controls were insufficient
	C26	Instructions or requirements were insufficient or inadequate
C3 - People (Employees)	C31	Instructions or requirements were not followed
	C32	Wrong decision was made
	C33	A reading error was made
	C34	Material handling error
	C35	Known defect or issue not reported or inadequately reported
C4 - Material (Material/Product Conditions) C5- Method (Method and Processes)	C41	Material did not comply with specification
	C42	Material shelf life expired
	C43	Contamination of product
	C51	Validation of process was insufficient
	C52	Manufacturing process capability was insufficient or inadequate
	C53	Packaging, labeling, or identification of material was inadequate
	C54	Design process was inadequate
C6 - Environmental (Temperature, Electricity, External Influence)	C61	Natural disaster (e.g., earthquake, flood)
	C62	Information technology system failure
	C63	Fire or power outage
	C64	Unpredictable event (e.g., theft, sabotage)
	C65	Environmental conditions were inadequate (e.g., climate)
	C66	Lighting conditions were inadequate
	C67	Ergonomic conditions were poor (e.g., unsuitable equipment set-up)
C7 - Measurement (Equipment and Control of Parameters)	C71	Inspection tool inadequate (e.g., insufficient accuracy)
	C72	Uncalibrated inspection tool used
	C73	Calibration error
	C74	Instruments, displays, or controls were inadequate
	C75	Transcription error while recording result
	C76	Verification method (i.e., inspection, sampling) was inadequate
	C77	Inspection criteria was inappropriate or unclear
C8 - Human Factors	C81	Lack of Communication, Distraction, Lack of Recourses, Stress, Complacency, Lack of teamwork, Pressure, Lack of awareness, Lack of knowledge, Fatigue, Lack of assertiveness, Norms