






From root cause analysis findings to executive decisions

Use the following checklist to quickly identify and address potential weaknesses in your quality management processes. Each metric serves as a key signal for underlying problems that may hinder operational efficiency, delay resolutions or increase costs. By monitoring these indicators and taking the recommended executive actions, you can strengthen your root cause analysis (RCA) and corrective and preventive action (CAPA) processes, ensuring more effective problem resolution and long-term quality improvements.

 RCA metric	 Problem indicator	 Executive decisions
Time to containment	Containment exceeds your baseline for high-risk incidents.	Evaluate incident response protocols and resource allocation Assess whether disconnected systems are delaying visibility
Time to verified cause	Investigation cycles extending beyond your target timelines without validated causes.	Strengthen investigation capabilities or add resources Review whether manual processes or data silos slow root cause identification
Recurrence rate	Same root cause appears and exceeds your threshold within your tracking window.	Fund systemic process improvements or design changes Evaluate whether lack of closed-loop visibility prevents effective prevention
CAPA effectiveness rate	Percentage of verified-effective actions falls below your quality standards.	Overhaul CAPA verification process and accountability measures Assess whether fragmented systems prevent tracking actions through to verification
RCA/CAPA backlog & aging	High-risk items aging beyond your acceptable timelines.	Reallocate resources or reprioritize quality initiatives Determine if manual tracking or lack of escalation workflows contribute to delays
Cost of poor quality by cause	Single root cause drives disproportionate share of your CoPQ.	Budget allocation for targeted improvements in problem areas Evaluate whether you can identify cost patterns quickly enough to act
Supplier/design contributions	Single supplier or design issue accounts for outsized percentage of your defect-related RCAs.	Initiate supplier re-qualification, design review or exit strategy Assess whether limited supplier visibility delays identification of patterns