

How Much PA Process Should I Use?



It can become difficult to understand how much process to use at times – here is a guide to help.

		State problem	Specify problem	Develop possible cause from experience	Develop possible cause using distinctions and changes	Test possible cause	Verify true cause	Think beyond the fix	Implement a fix
Knowledge Base Has Results	I'm 100% sure I know cause	√				√	√	√	
	I'm pretty sure I know cause	√	√		√	√	√	√	
Knowledge Base Empty	I'm not quite sure	√	√	√	√	√	√	√	
	I don't have a clue	√	√	√	√	√	√	√	√

Want to know how much to specify? Check out the different specification levels below to help guide your questioning.

Quick Specification – Level 1

What can I ask to gather evidence quickly to support other teams?

Green – Already Asked at Previous Levels			
Yellow – Ask at This Level			
Red – Do Not Ask at This Level		IS	IS NOT
WHAT	Object	√	√
	Deviation	√	x
WHERE	Geographically	√	√
	On the Object	√	x
WHEN	First	√	√
	Since	√	x
	History/Life Cycle	√	Depends
EXTENT	How Many	x	x
	Size	x	x
	# of Occurrences	x	x
	Trend (#Deviations, Size, #Objects)	x	x

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Quick Specification – Level 2

Based on initial data, what could I ask next to further assist me?

Green – Already Asked at Previous Levels			
Yellow – Ask at This Level			
Red – Do Not Ask at This Level		IS	IS NOT
WHAT	Object	√	√
	Deviation	√	x
WHERE	Geographically	√	√
	On the Object	√	x
WHEN	First	√	√
	Since	√	x
	History/Life Cycle	√	Depends
EXTENT	How Many	√	√
	Size	√	x
	# of Occurrences	√	x
	Trend (#Deviations, Size, #Objects)	√	x

Quick Specification – Level 3

If I'm still stuck on a problem, what questions should I ask to drive root cause analysis?

Green – Already Asked at Previous Levels			
Yellow – Ask at This Level			
Red – Do Not Ask at This Level		IS	IS NOT
WHAT	Object	√	√
	Deviation	√	√
WHERE	Geographically	√	√
	On the Object	√	√
WHEN	First	√	√
	Since	√	√
	History/Life Cycle	√	√
EXTENT	How Many	√	√
	Size	√	√
	# of Occurrences	√	√
	Trend (#Deviations, Size, #Objects)	√	√