

BOB & PAT's IGA NORTH BRUMBYTOWN	<h2>Root Cause Analysis</h2> <h2>5 Whys Worksheet</h2>	Document ID:	
		Version No.:	
		Issue Date:	
		Review Date:	
		Authorised By:	

Incident Number:	437895 (Store delivery vehicle would not start)	Incident Date:	08/09/21	Worksheet Number:	1
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Initial Root Cause Question:	Why would the store delivery vehicle not start?
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Ask Why?					Potential Corrective Actions
Level 1	Level 2	Level 3	Level 4	Level 5	
<p>Q. Why would the store delivery vehicle not start?</p> <p>A. It had a flat battery.</p>	<p>Q. Why did the store delivery vehicle have a flat battery?</p> <p>A. RACT said the battery had not been charging properly.</p>	<p>Q. Why had the battery not been charging properly?</p> <p>A. The alternator was not working.</p>	<p>Q. Why was the alternator not working?</p> <p>A. The delivery vehicle had not been serviced for over 12 months.</p>	<p>Q. Why had the delivery vehicle not been serviced for over 12 months?</p> <p>A. No one had been allocated the job and no date had been set as a reminder.</p>	<p>1. Allocate responsibility for delivery vehicle maintenance to a team member.</p> <p>2. Ensure a reminder is set in an electronic diary for periodic servicing.</p> <p>3. Appoint a service agent and get a backup reminder when services are due.</p>

Analysis Completed By:	Bob Smith – Manager Bob and Pat's IGA North Brumbytown	Analysis Date:	12/09/21
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