

## WHY is it happening?

CAUSE,  
wise

**PURPOSE:** To find the true (technical) cause of an incident

### STEP 1: INCIDENT STATEMENT

#### OBJECT

1. What is the most specific object/ "thing" you are having problems with?
2. Can you be more specific? (Repeat this question)

#### FAULT

1. What is wrong with the object/thing?
2. Can you be more specific? and/or  
What do you mean by "X"?
3. Do you know the cause of this fault?
4. Which fault would be the most accurate fault to address?
5. Finally, what object has this fault?

#### RULES

- Aim is to find the correct **FAULT!**
- One object and one fault per analysis
- Note the "object family"
- Avoid "timing/size & location" info in fault dimension/column
- Cause must be unknown