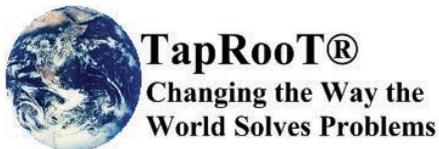


TapRoot® v5 Software Quick Start Guide



TapRoot® Technical Support:
Monday – Friday: 8:00am – 5:30pm EST
Phone: (865) 539-2139
Email: techsupport@taproot.com
Web: www.taproot.com

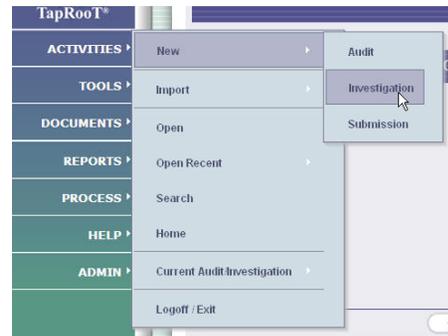
Software – Process Relation

- Design Based around the “Investigation” and “Documents”
 - Investigations and Audits
 - Main Access to Basic Investigation Information through User Landing Screen and 7-Step Flow
 - List of all Incidents Associated with user
 - Provides Access for Editing, Viewing Investigation or Associated Documents
 - Documents
 - Each technique in the TapRoot® process is a document and can be independent or associated with an investigation or audit.



Creating a New Investigation

- Select the Activities/New/Investigation menu item



- This will take you to the Investigation Editor where basic information can be entered.

A screenshot of the TapRoot 'INVESTIGATION EDITOR' form. The form is divided into several sections. The top section contains fields for 'File/Title', 'Status' (Active), 'Submission #', 'Description', 'Location', and 'Investigation #'. There are also dropdown menus for 'Date', 'Time', 'Incident', 'Investigation', 'Draft', 'Final', 'Report', and 'Classifications'. Below these are 'CLEAR', 'SAVE', and 'CANCEL' buttons. The middle section is titled 'TEAM MEMBERS' and contains a table with columns 'NAME' and 'AUTHORIZATION'. The bottom section is titled 'DETAILS/ATTACHMENTS' and contains a 'Select Details Field' dropdown menu. At the bottom of the form are 'ADD', 'SECURITY SETTINGS', 'DELETE', and 'HELP' buttons.

Investigation Editor

NAME	AUTHORIZATION
System Administrator	System Administrator

This is the central collection point for general investigative information and access to all investigation level reports.

On this editor, there are several items that are considered mandatory and must have data entered before the investigation can be saved. These include:

File/Title

Incident and Investigation Dates

Description (Short description of the occurrence)

Location and Classification

NOTE: If no additional data is located in the Location and Classification windows, simply select the Highest level node (Location and Classification) to fulfill requirement. Setup of these lists are done through the Admin->Setup-Edit/Import Hierarchies tools.



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Investigation Editor

After Entering Investigation Information and Saving, the Investigation/Audit data will be available through the 7-Step Process Flow through the 7-Step Button.

Step Completed	Process Step	Techniques	Create Document	Open Existing Document
✓	1 Plan Investigation - Get Started	Spring SnapCharT® Root Cause Tree® Equifactor®	NEW NEW NEW	OPEN OPEN OPEN
✓	2 Determine Sequence of Events	Summer SnapCharT® Equifactor® CHAP Change Analysis	NEW NEW NEW NEW	OPEN OPEN OPEN OPEN
✓	3 Define Causal Factors	Autumn SnapCharT® Equifactor® Safeguards Analysis	NEW NEW NEW	OPEN OPEN OPEN
✓	4 Analyze Each Causal Factor's Root Causes	Root Cause Tree®	NEW	OPEN
✓	5 Analyze Each Root Cause's Generic Causes	Root Cause Tree® Corrective Action Helper®	NEW NEW	OPEN OPEN
✓	6 Develop & Evaluate Corrective Actions	Corrective Action Helper® SMARTER MATRIX Safeguards Analysis	NEW NEW NEW	OPEN OPEN OPEN
✓	7 Present/Report & Implement Corrective Actions	Winter SnapCharT® Software Reports	NEW	OPEN OPEN

Once on the 7-Step Process Menu the User Can Create New Documents, Open Existing Documents, View / Print Reports, and track Completed Steps.

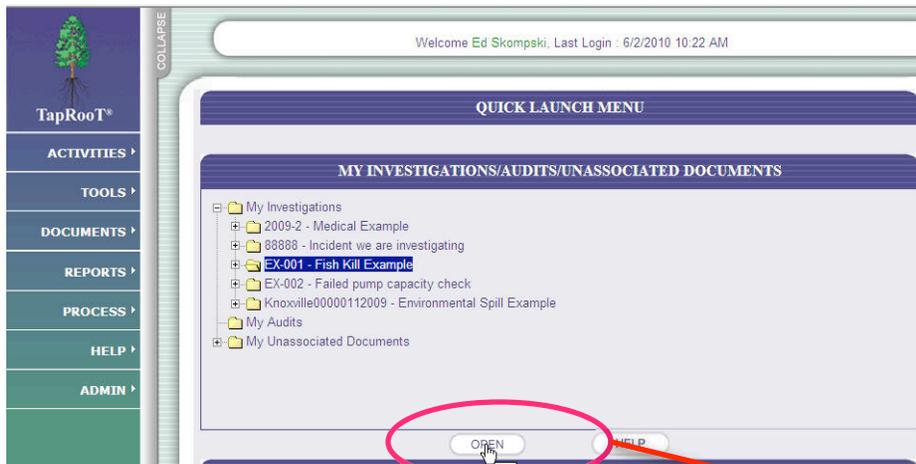
Accessing Audit/Investigation Data

- User can access all investigations or audits directly from this screen by opening the appropriate folders.
 - Investigation/Audit – Leads to 7-Step Process Flow
 - Each Technique/Document – Takes user to that document for edit/view based on the security rights provided by team leader.



Accessing Audit/Investigation Data

- Opening Investigations/Audits
 - Highlight the appropriate investigation/audit and select the OPEN button, providing access to 7-Step Process and all documents for that investigation.



Step Completed	Process Step	Techniques	Create Document	Open Existing Document
<input checked="" type="checkbox"/>	1 Plan Investigation - Get Started	Spring SnapCharT® Root Cause Tree® Equipactor®	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	2 Determine Sequence of Events	Summer SnapCharT® Equipactor® CHAP Change Analysis	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	3 Define Causal Factors	Autumn SnapCharT® Equipactor® Safeguards Analysis	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	4 Analyze Each Causal Factor's Root Causes	Root Cause Tree®	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	5 Analyze Each Root Cause's Generic Causes	Root Cause Tree® Corrective Action Helper®	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	6 Develop & Evaluate Corrective Actions	Corrective Action Helper® SMARTER MATRIX Safeguards Analysis	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	7 Present/Report & Implement Corrective Actions	Winter SnapCharT® Software Reports	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>



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Accessing Audit/Investigation Data

- 7-Step Process Flow

- This allows access to the Investigation Editor for basic Investigation information and access to all documents/techniques used for that investigation.

INVESTIGATION: [#EX-001], Last Modified: 5/26/2010 3:00 PM

INVESTIGATION PROCESS FLOW

Investigation Number: EX-001
Investigation Title: Fish Kill Example

OPEN INVESTIGATION INFO SAVE CLOSE

Step Completed	Process Step	Techniques	Create Document	Open Existing Document
<input checked="" type="checkbox"/>	1 Plan Investigation - Get Started	Spring SnapCharT® Root Cause Tree® Equipactor®	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	2 Determine Sequence of Events	Summer SnapCharT® Equipactor® CHAP	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	3 Define Causal Factors	Change Analysis Autumn SnapCharT® Equipactor® Safeguards Analysis	NEW NEW NEW NEW	OPEN OPEN OPEN OPEN
<input checked="" type="checkbox"/>	4 Analyze Each Causal Factor's Root Causes	Root Cause Tree®	NEW	OPEN
<input checked="" type="checkbox"/>	5 Analyze Each Root Cause's Generic Causes	Root Cause Tree® Corrective Action Helper®	NEW NEW	OPEN OPEN
<input checked="" type="checkbox"/>	6 Develop & Evaluate Corrective Actions	Corrective Action Helper® SMARTER MATRIX Safeguards Analysis	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	7 Present/Report & Implement Corrective Actions	Winter SnapCharT® Software Reports	NEW NEW	OPEN OPEN

INVESTIGATION EDITOR

File/Title: Fish Kill Example Date: 4/5/2009 Time: 3:45 AM

Status: Active Sensitive Incident: 4/5/2009 3:45 AM

Submission # 3 Investigation: 4/6/2009 2:44 PM

Description: Wastewater release results in fish killed in adjacent stream

Location: \Locations\ABC CORPORATION\EAST REGION\Atlanta North Facility

Report: Draft Final

Classifications: \Classifications\ENVIRONMENTAL\Spill \Classifications\ENVIRONMENTAL\Spill \Classifications\QUALITY\Product Recall

Investigation # EX-001 CLEAR SAVE CLOSE REPORTS

TEAM MEMBERS

NAME	AUTHORIZATION
Chris Vallee	System Administrator
Dan Verlinde	System Administrator
Dave Janney	System Administrator
Ed Skrompski	System Administrator
Ken Reed	System Administrator

DETAILS/ATTACHMENTS

Select Details Field

7 STEPS EXPORT HELP

ASSOCIATED DOCUMENTS

SnapCharT®
 Root Cause Tree®
 Equipactor®
 Change Analysis
 CHAP
 Safeguards
 Corrective Action

Associated Investigation/Audit Number	Modified Date	Season	Chart Title
EX-001	3/11/2010 3:34:44 PM	Spring	Fish Kill (Initial Information)
EX-001	5/14/2009 1:08:44 PM	Summer	Fish Kill (Working)
EX-001	5/28/2010 9:16:46 AM	Autum	Fish Kill (Final)

OPEN 7 STEPS

SnapCharT®

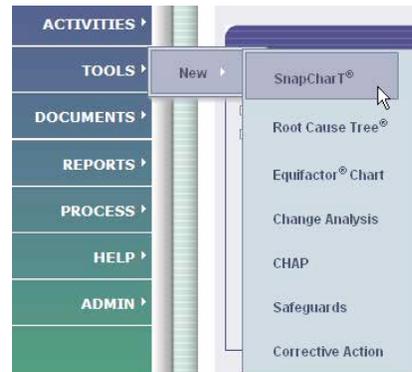
Organizing your data



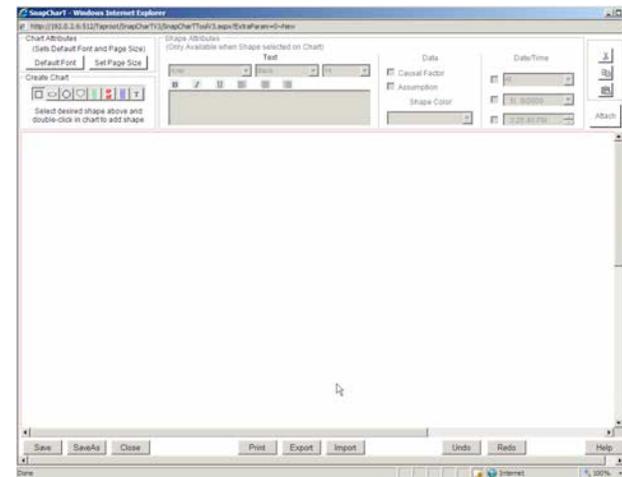
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Creating New SnapCharT®s

- First select the Tools/New/SnapCharT® menu item

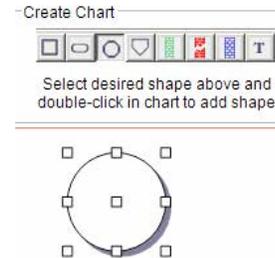


- This will direct you to a new window where the SnapCharT® can be created

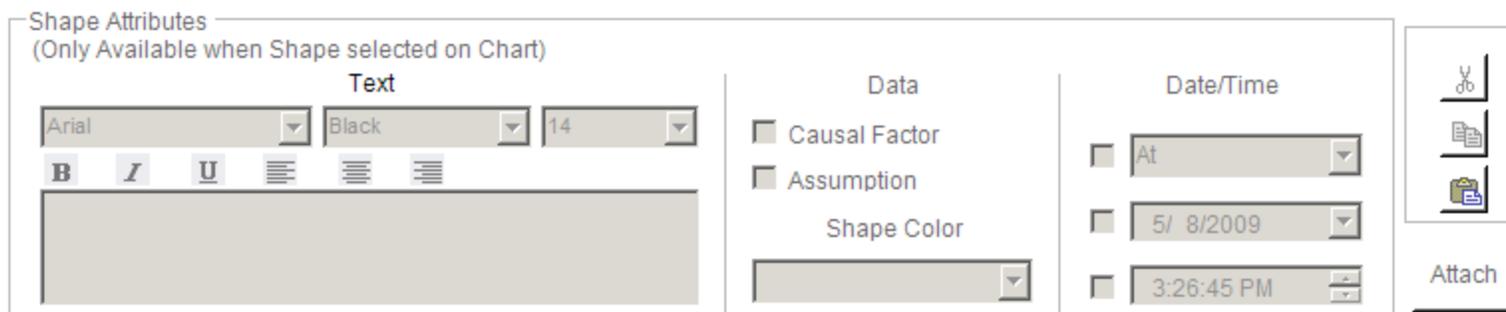


Selecting Shapes

- To begin, select a shape from the Create Chart section and double-click anywhere on the chart

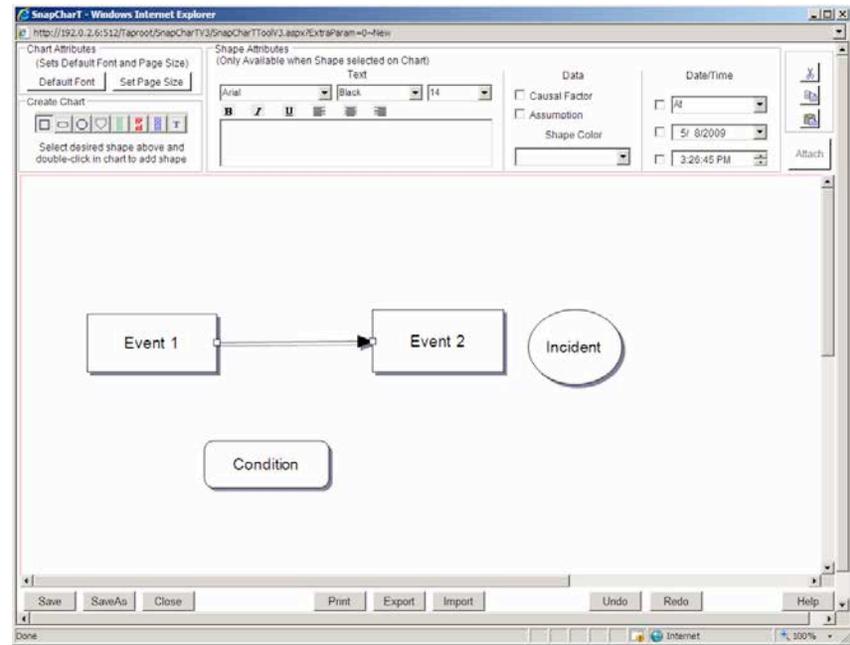
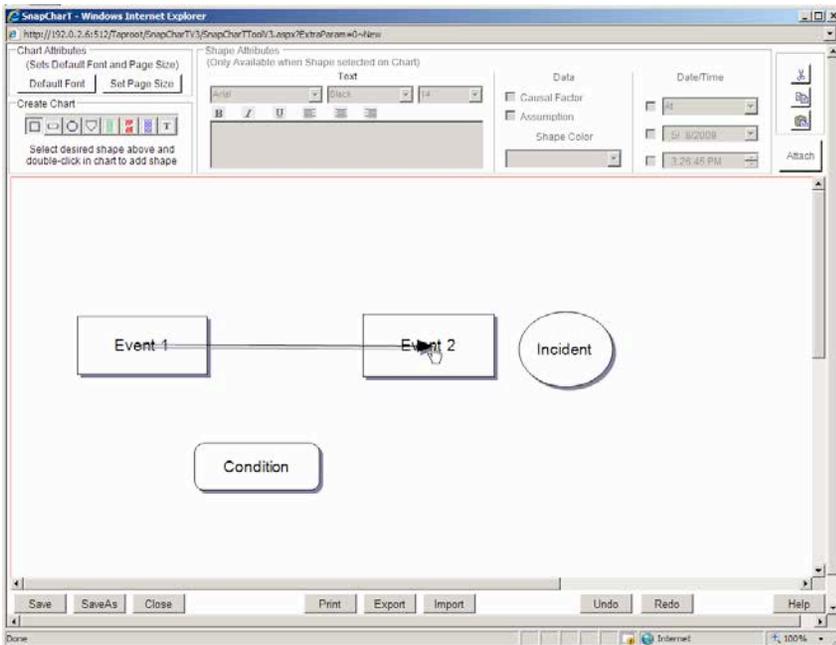


- The object can then be moved and resized. Shape Attributes and additional options can also be chosen



Connecting Shapes

- To Connect shapes, click and drag from shape to shape as shown below.



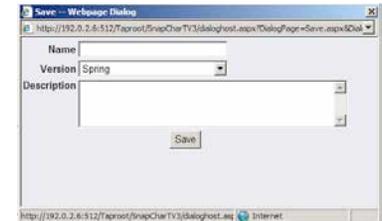
Remember: Center of one shape, to the center of the second shape

Saving and Associating SnapCharT®s

- Select SAVE at the bottom of the screen to save the chart



- This will then prompt for a name, version and description
- Next select SAVE and you will be asked if you wish to Associate the document with an audit or investigation



- If the document is associated to an investigation or audit, it will then be protected by security around that inv/audit
- If not associated it is owned by the creator
- If document created through 7-Step Process, it is automatically associated to the investigation and this step is not required



Saving and Associating SnapCharT®s

- If you select Yes and wish to associate the document, select the appropriate investigation or audit from the list provided and select done. This document will now be listed under that investigation/audit on the appropriate user landing screens.



Accessing Existing SnapCharT® Data

- Opening Investigations/Audits
 - Highlight the appropriate investigation/audit and select the OPEN button, providing access to 7-Step Process.

Welcome Ed Skompski, Last Login : 6/2/2010 10:22 AM

QUICK LAUNCH MENU

MY INVESTIGATIONS/AUDITS/UNASSOCIATED DOCUMENTS

- My Investigations
 - 2009-2 - Medical Example
 - 88888 - Incident we are investigating
 - EX-001 - Fish Kill Example**
 - EX-002 - Failed pump capacity check
 - Knoxville00000112009 - Environmental Spill Example
- My Audits
- My Unassociated Documents

OPEN

INVESTIGATION: [#EX-001], Last Modified : 5/26/2010 3:00 PM

INVESTIGATION PROCESS FLOW

Investigation Number: EX-001
Investigation Title: Fish Kill Example

OPEN INVESTIGATION INFO SAVE CLOSE

Step Completed	Process Step	Techniques	Create Document	Open Existing Document
<input checked="" type="checkbox"/>	1 Plan Investigation - Get Started	Spring SnapCharT® Root Cause Tree® Equifactor®	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	2 Determine Sequence of Events	Summer SnapCharT® Equifactor® CHAP Change Analysis	NEW NEW NEW NEW	OPEN OPEN OPEN OPEN
<input checked="" type="checkbox"/>	3 Define Causal Factors	Autumn SnapCharT® Equifactor® Safeguards Analysis	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	4 Analyze Each Causal Factor's Root Causes	Root Cause Tree®	NEW	OPEN
<input checked="" type="checkbox"/>	5 Analyze Each Root Cause's Generic Causes	Root Cause Tree® Corrective Action Helper®	NEW NEW	OPEN OPEN
<input checked="" type="checkbox"/>	6 Develop & Evaluate Corrective Actions	Corrective Action Helper® SMARTER MATRIX Safeguards Analysis	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	7 Present/Report & Implement Corrective Actions	Winter SnapCharT® Software Reports	NEW NEW	OPEN OPEN



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Accessing Existing SnapCharT® Data

- Select OPEN next to the technique desired, highlight the specific document, select OPEN, and you will be taken to that document for edit/view (based on security rights granted)

INVESTIGATION: [#EX-001] Last Modified : 5/26/2010 3:00 PM

INVESTIGATION PROCESS FLOW

Investigation Number: EX-001
Investigation Title: Fish Kill Example

OPEN INVESTIGATION INFO SAVE CLOSE

Step Completed	Process Step	Techniques	Create Document	Open Existing Document
<input checked="" type="checkbox"/>	1 Plan Investigation - Get Started	Spring SnapCharT® Root Cause Tree® Equifactor®	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	2 Determine Sequence of Events	Summer SnapCharT® Equifactor® CHAP Change Analysis	NEW NEW NEW NEW	OPEN OPEN OPEN OPEN
<input checked="" type="checkbox"/>	3 Define Causal Factors	Autumn SnapCharT® Equifactor® Safeguards Analysis	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	4 Analyze Each Causal Factor's Root Causes	Root Cause Tree®	NEW	OPEN
<input checked="" type="checkbox"/>	5 Analyze Each Root Cause's Generic Causes	Root Cause Tree® Corrective Action Helper®	NEW NEW	OPEN OPEN
<input checked="" type="checkbox"/>	6 Develop & Evaluate Corrective Actions	Corrective Action Helper® SMARTER MATRIX Safeguards Analysis	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	7 Present/Report & Implement Corrective Actions	Winter SnapCharT® Software Reports	NEW NEW	OPEN OPEN

ASSOCIATED DOCUMENTS

SnapCharT®
 Root Cause Tree®
 Equifactor®
 Change Analysis
 CHAP
 Safeguards
 Corrective Action

Associated Investigation/Audit Number	Modified Date	Season	Chart Title
EX-001	3/11/2010 3:34:44 PM	Spring	Fish Kill (Initial information)
EX-001	5/14/2009 1:08:44 PM	Summer	Fish Kill (Working)
EX-001	5/25/2010 9:15:45 AM	Autum	Fish Kill (Final)

OPEN 7 STEPS

http://webex.taproot.com/?ExtraParam=6-Edit-SnapCharT - Windows Internet Explorer

Chart Attributes (Sets Default Font and Page Size)
Default Font: [] Set Page Size: []

Create Chart
Select desired shape above and double-click in chart to add shape

Shape Attributes (Only Available when Shape selected on Chart)
Text: []
Causal Factor: Assumption: Shape Color: []

Date/Time: [] Attach: []

Save SaveAs Close Print Export Import Undo Redo Help

Root Cause Tree®

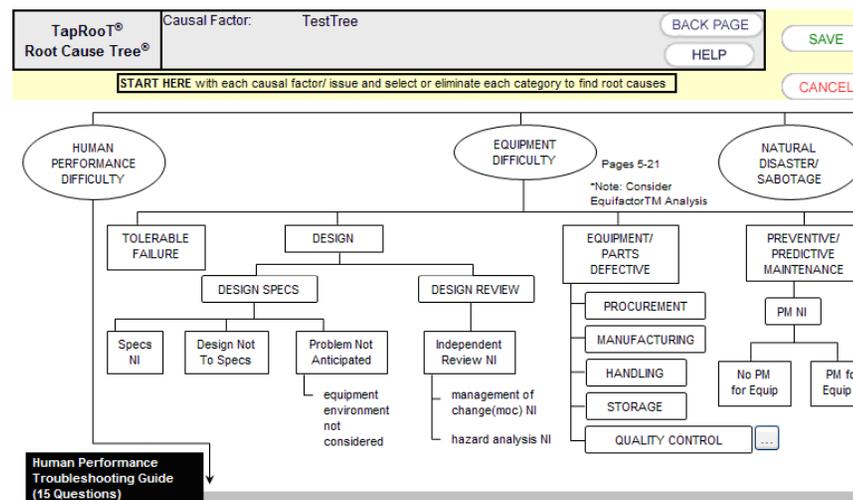
Finding out “Why”



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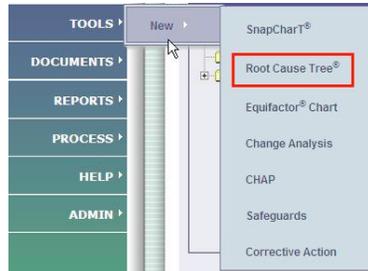
Root Cause Tree®

- Root Cause Tree®s are created for an investigation in two ways
 - If the user has added causal factors on the SnapCharT®, during the first save of the chart (if the chart is associated with an investigation or audit) the Root Cause Tree® is automatically created
 - Or the user can manually create a Root Cause Tree through the Activities/New/Root Cause Tree® menu item
 - Association with an investigation or audit occurs during the save process as previously listed.

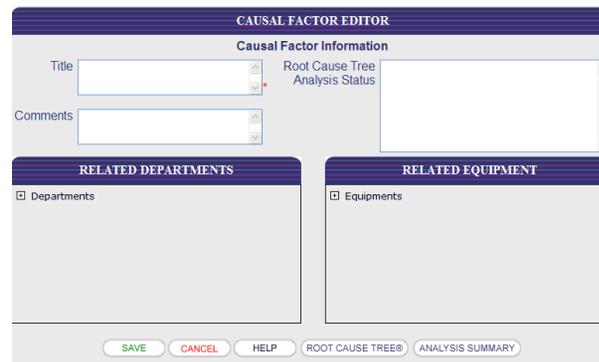


Creating a New Root Cause Tree®

- The Root Cause Tree is Accessed through the Tools/New/Root Cause Tree® menu item



- This will take you to the Causal Factor Editor

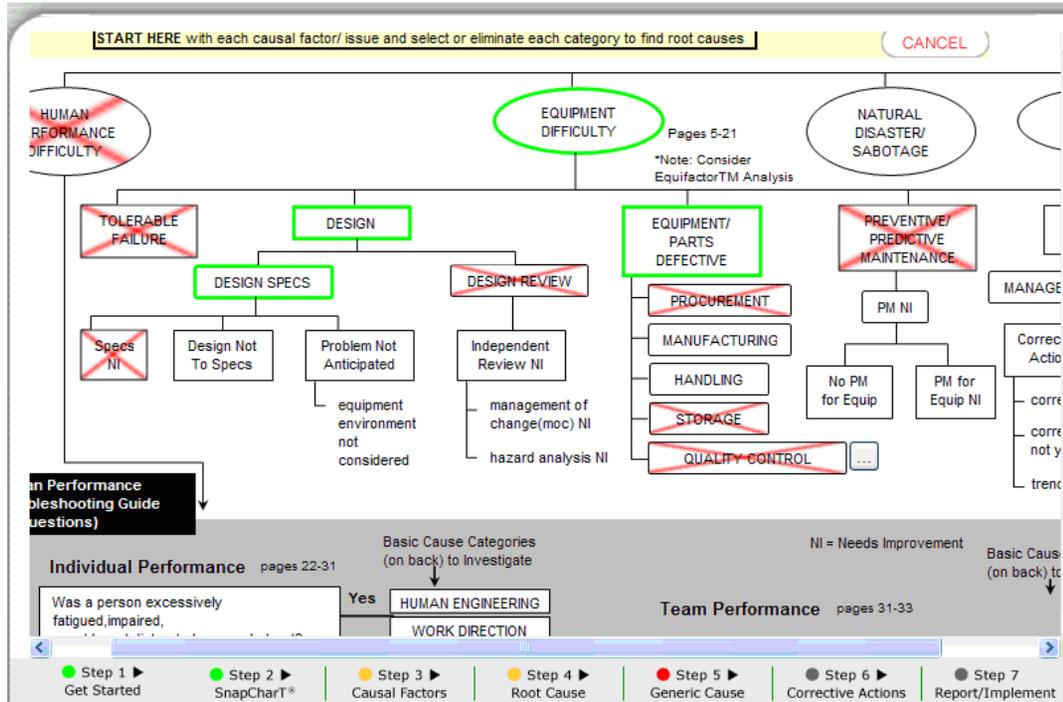
A screenshot of the 'CAUSAL FACTOR EDITOR' window. The window has a dark blue header with the title 'CAUSAL FACTOR EDITOR'. Below the header, there is a section titled 'Causal Factor Information' containing a 'Title' text box, a 'Comments' text box, and a 'Root Cause Tree Analysis Status' text box. Below this section, there are two panels: 'RELATED DEPARTMENTS' and 'RELATED EQUIPMENT', each with a checkbox and a list area. At the bottom of the window, there is a row of buttons: 'SAVE', 'CANCEL', 'HELP', 'ROOT CAUSE TREE®', and 'ANALYSIS SUMMARY'.

- When the user selects the Root Cause Tree button, the actual Root Cause Tree® will come up and the analysis can begin.

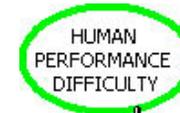


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Root Cause Tree® Functionality



For all nodes except 15 questions
One Click Selects



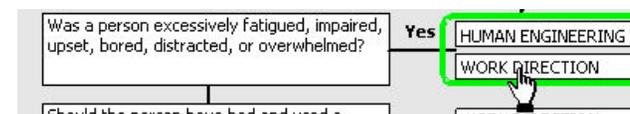
Second Click Crosses Off



Third Click Removes Selection



For 15 Questions: Click on Question to Cross-Off Click on the Categories to Select



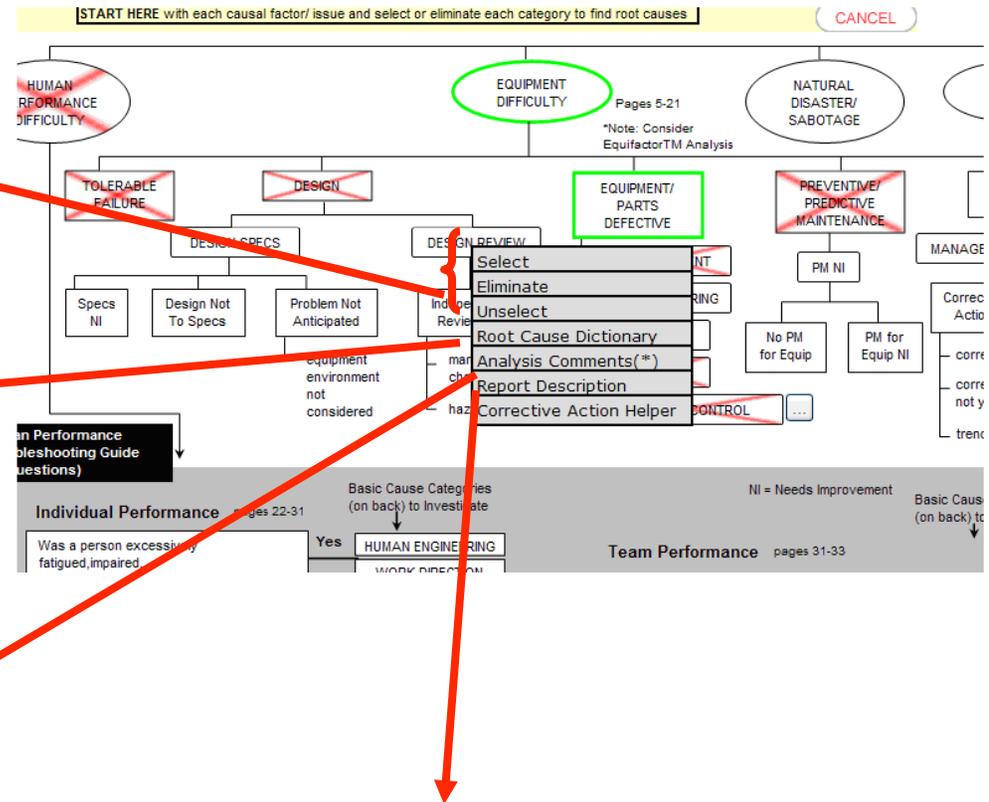
Root Cause Tree® Functionality

Used to Select Eliminate or Unselect That Level of the Root Cause Tree (similar to options on previous slide)

Root Cause Dictionary Contains the Definition for that Level of the Root Cause Tree (Opens the electronic version of the Dictionary)

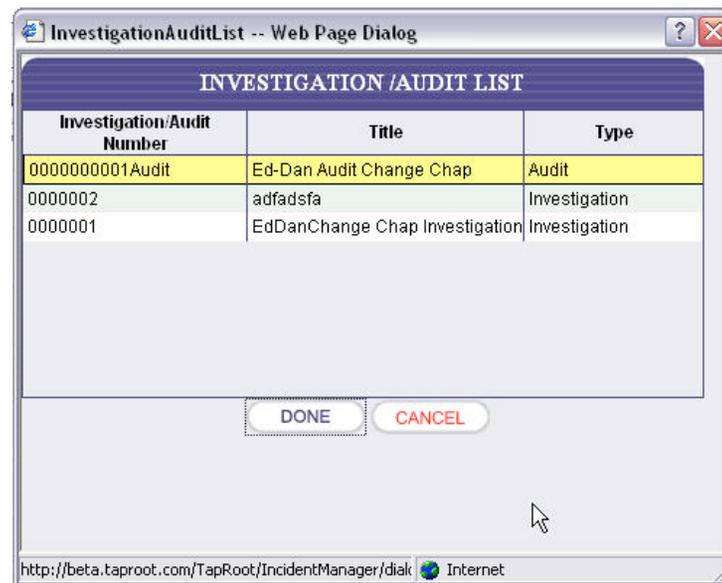
Analysis Comment is a Text Field that Can be Used to Document Thoughts or Comments during Analysis

Report Description is a description of what the root cause means, which can substitute on some reports if present.



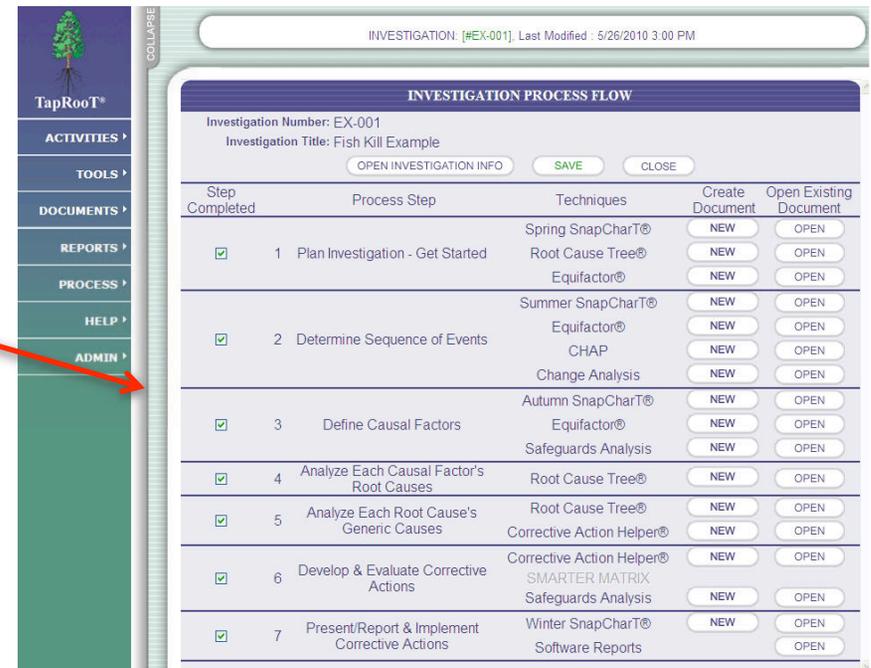
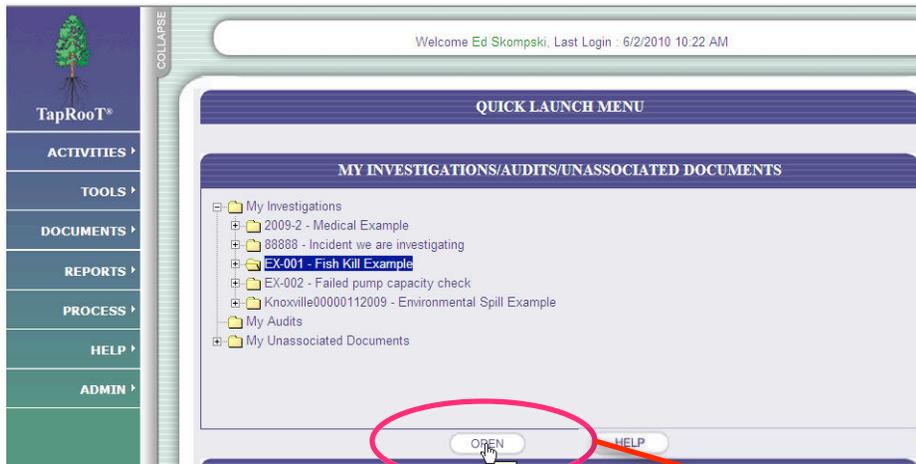
Saving and Associating Root Cause Tree®

- If you select SAVE on the Root Cause Tree® the user will be prompted to associated the Tree to the appropriate investigation or audit.
 - If document created through 7-Step Process, it is automatically associated to the investigation and this step is not required



Accessing Existing Root Cause Tree® Data

- Opening Investigations/Audits
 - Highlight the appropriate investigation/audit and select the OPEN button, providing access to 7-Step Process.



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Accessing Existing Root Cause Tree® Data

- Select OPEN next to the technique desired, highlight the specific document, select OPEN, and you will be taken to the Causal Factor Editor. From here you can update the CF text or access the Root Cause Tree® for analysis.

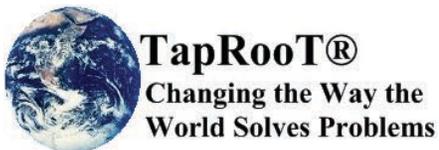
The first screenshot shows the 'INVESTIGATION PROCESS FLOW' table with the following data:

Step Completed	Process Step	Techniques	Create Document	Open Existing Document
<input checked="" type="checkbox"/>	1 Plan Investigation - Get Started	Spring SnapCharT® Root Cause Tree® Equifactor®	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	2 Determine Sequence of Events	Summer SnapCharT® Equifactor® CHAP	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	3 Define Causal Factors	Autumn SnapCharT® Equifactor® Safeguard Analysis	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	4 Analyze Each Causal Factor's Root Causes	Root Cause Tree®	NEW	OPEN
<input checked="" type="checkbox"/>	5 Analyze Each Root Cause's Generic Causes	Root Cause Tree® Corrective Action Helper®	NEW NEW	OPEN OPEN
<input checked="" type="checkbox"/>	6 Develop & Evaluate Corrective Actions	Corrective Action Helper® SMARTER MATRIX Safeguard Analysis	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	7 Present/Report & Implement Corrective Actions	Winter SnapCharT® Software Reports	NEW NEW	OPEN OPEN

The second screenshot shows the 'ASSOCIATED DOCUMENTS' table with the following data:

Associated Investigation/Audit Number	Modified Date	Fire Hose Ruptures	Causal Factor Title
EX-001	5/14/2009 1:38:53 PM	Fire Hose Ruptures	
EX-001	1/21/2010 7:57:12 PM	CO does not hear alarm	
EX-001	3/18/2010 4:30:31 PM	Automatic shutoff does not work	
EX-001	5/20/2010 2:24:40 PM	CO fails asleep	

The third screenshot shows the 'CAUSAL FACTOR EDITOR' with the 'ROOT CAUSE TREE' button circled in red.



Corrective Actions

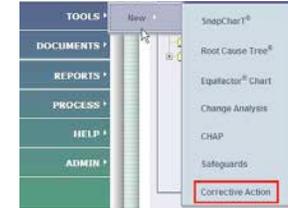
Building the “Fix”



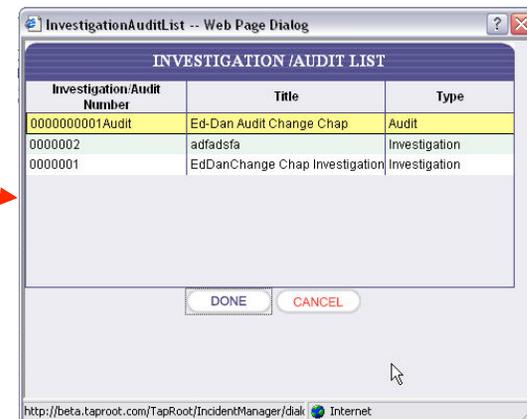
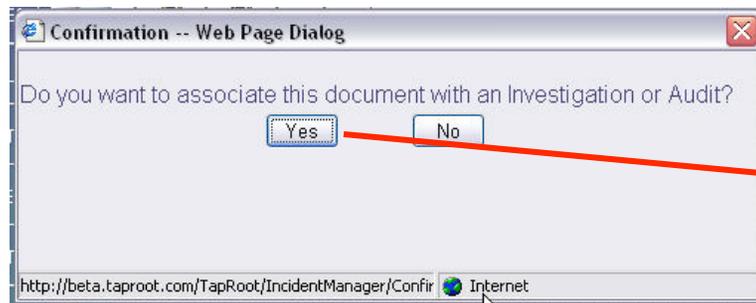
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Creating New Corrective Actions

- The corrective action tool can be accessed through the Tools/ New/Corrective Action menu item



- This will prompt for the user to select an investigation or audit to associate the corrective action with
 - This is done before the CA is built so the application will know how to populate the root cause list for association.
 - If document created through 7-Step Process, it is automatically associated to the investigation and this step is not required



Creating New Corrective Actions

- The development of corrective actions is done through the Corrective Action Editor
 - This tab gives access to all three portions of the corrective action including implementation, verification and validation

TOOLS->New->Corrective Action

CORRECTIVE ACTION EDITOR

ROOT CAUSES

Investigation/Audit Number	Title	Causal Factor
00001		
This is a causal factor		
Equipment Difficulty		
Design		
Design Specifications		
Problem Not Anticipated		
Equipment environment not considered		<input type="checkbox"/>
Design Review		
Independent Review NI		
Hazard analysis NI		<input type="checkbox"/>

CORRECTIVE ACTION HELPER*

CORRECTIVE ACTION DETAILS

Step 1 ▶ Get Started | Step 2 ▶ SnapChart® | Step 3 ▶ Causal Factors | Step 4 ▶ Root Cause | Step 5 ▶ Generic Cause | Step 6 ▶ Corrective Actions | Step 7 ▶ Report/Implement

CA's can be linked directly to root causes



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Corrective Actions

- **Implementation**
 - Includes association of the corrective action to one or more root causes
 - Defining a number and priority for the corrective action
 - Adding in the Details of the fix
 - Assigning a responsible person, department and due date
- **Verification**
 - Includes a plan for short-term measurement
 - Assigning a responsible person, department and due date
- **Validation**
 - Includes a plan for short-term measurement
 - Assigning a responsible person, department and due date



Corrective Action Editor

The screenshot displays the 'CORRECTIVE ACTION EDITOR' interface, which is organized into several sections:

- ROOT CAUSES:** A table with columns for 'Investigation/Audit Number', 'Title', and 'Causal Factor'. It lists various root causes such as 'Equipment Difficulty', 'Design', 'Design Specifications', 'Problem Not Anticipated', 'Equipment environment not considered', 'Design Review', 'Independent Review H2', and 'Hazard analysis H2'. A checkbox labeled 'Associate With This CA' is present for each row.
- CORRECTIVE ACTION DETAILS:** Includes a 'Priority' dropdown menu (set to 'Medium') and a 'Description' text area.
- IMPLEMENTATION:** Features dropdowns for 'Implementation Responsible Department' and 'Implementation Responsible Person', along with 'Due Date' and 'Revised Due Date' fields.
- VERIFICATION:** Includes dropdowns for 'Verification Responsible Department' and 'Verification Responsible Person', 'Due Date' or 'Revised Due Date' fields, and a 'Due Date Offset' field. A 'Verification Plan' text area is also present.
- VALIDATION:** Similar to the implementation section, it has dropdowns for 'Validation Responsible Department' and 'Validation Responsible Person', 'Due Date' or 'Revised Due Date' fields, and a 'Due Date Offset' field. A 'Validation Strategy' text area is also present.

Footnotes at the bottom of the form state: '* Number of calendar days following Implementation completion that due date is set.' and '* Number of calendar days following Verification completion that due date is set.'

User can associate a CA with one or more root causes found. Simply check the box to associate.

Implementation section – defines what should be done, who is responsible and by when

Verification section – short-term measure of implementation

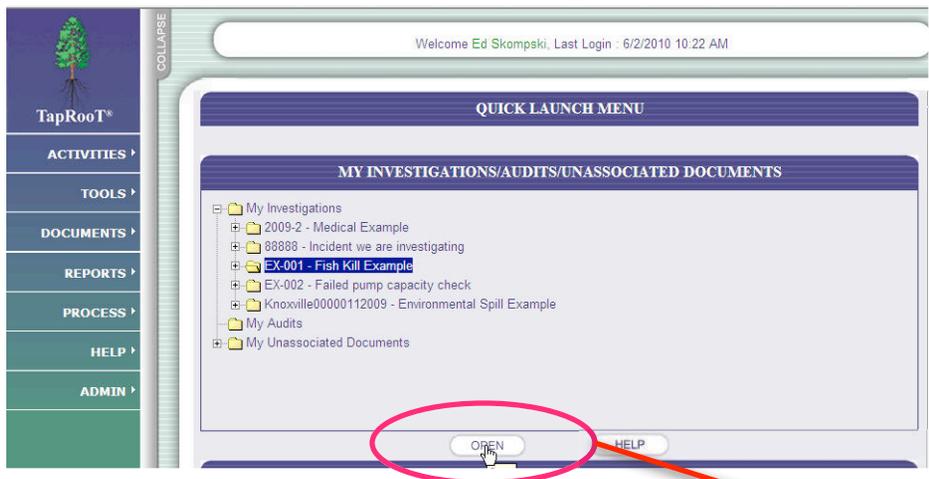
Validation section – long-term measure of effectiveness



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Accessing Existing Corrective Action Data

- Opening Investigations/Audits
 - Highlight the appropriate investigation/audit and select the OPEN button, providing access to 7-Step Process.



Step Completed	Process Step	Techniques	Create Document	Open Existing Document
<input checked="" type="checkbox"/>	1 Plan Investigation - Get Started	Spring SnapCharT® Root Cause Tree® Equifactor®	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	2 Determine Sequence of Events	Summer SnapCharT® Equifactor® CHAP Change Analysis	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	3 Define Causal Factors	Autumn SnapCharT® Equifactor® Safeguards Analysis	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	4 Analyze Each Causal Factor's Root Causes	Root Cause Tree®	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	5 Analyze Each Root Cause's Generic Causes	Root Cause Tree® Corrective Action Helper®	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	6 Develop & Evaluate Corrective Actions	Corrective Action Helper® SMARTER MATRIX Safeguards Analysis	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>
<input checked="" type="checkbox"/>	7 Present/Report & Implement Corrective Actions	Winter SnapCharT® Software Reports	<input type="button" value="NEW"/>	<input type="button" value="OPEN"/>

Accessing Existing Corrective Action Data

- 7-Step Process Flow

- Select OPEN next to the technique desired, highlight the specific document, select OPEN, and you will be taken to that document for edit/view (based on security rights granted)

INVESTIGATION: [#EX-001], Last Modified : 5/26/2010 3:00 PM

Investigation Number: EX-001
Investigation Title: Fish Kill Example

OPEN INVESTIGATION INFO SAVE CLOSE

Step Completed	Process Step	Techniques	Create Document	Open Existing Document
<input checked="" type="checkbox"/>	1 Plan Investigation - Get Started	Spring SnapCharT® Root Cause Tree® Equipactor®	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	2 Determine Sequence of Events	Summer SnapCharT® Equipactor® CHAP Change Analysis	NEW NEW NEW NEW	OPEN OPEN OPEN OPEN
<input checked="" type="checkbox"/>	3 Define Causal Factors	Autumn SnapCharT® Equipactor® Safeguards Analysis	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	4 Analyze Each Causal Factor's Root Causes	Root Cause Tree®	NEW	OPEN
<input checked="" type="checkbox"/>	5 Analyze Each Root Cause's Generic Causes	Root Cause Tree® Corrective Action Helper®	NEW NEW	OPEN OPEN
<input checked="" type="checkbox"/>	6 Develop & Evaluate Corrective Actions	Corrective Action Helper® SMARTER MATRIX Safeguards Analysis	NEW NEW NEW	OPEN OPEN OPEN
<input checked="" type="checkbox"/>	7 Present/Report & Implement Corrective Actions	Winter SnapCharT® Software Reports	NEW	OPEN

ASSOCIATED DOCUMENTS

SnapCharT® Root Cause Tree® Equipactor® Change Analysis
 CHAP Safeguards Corrective Action

Associated Investigation/Audit Number	CA Number	CA Description	Modified Date
EX-001	002	Re-write current work schedule to comply with company policy	5/29/2009 2:20:05 PM
EX-001	005	add details to tell the responsible person what to do. You s	5/17/2009 10:28:54 AM
EX-001	006	Test corrective action. Rotate the person monitoring more fr	8/28/2009 9:20:32 AM
EX-001	009	Rotate the person monitoring more frequently. (Experiment to	9/15/2009 2:12:42 PM
EX-001	010	Consider training supervisors to understand that fatigued pe	11/20/2009 9:40:23 AM
EX-001	014	Rotate the person monitoring more frequently. (Experiment to	12/8/2009 2:39:16 PM
EX-001	001	Implement PM for hose as follows:	2/3/2010 3:44:18 PM
EX-001	003	1. New PII for pre-use Add a step to the Temporary Systems Installation policy (TS-	5/26/2010 9:12:16 AM

OPEN 7 STEPS

INVESTIGATION [#EX-001], Corrective Action, Last Modified : 5/26/2010 9:12 AM

CORRECTIVE ACTION EDITOR

Investigation/Audit Number: Fish Kill Example Title

Investigation/Audit Number: Fish Kill Example Causal Factor

Equipment Difficulty

Preventive / Predictive Maintenance

PII/NI

No PII for Equipment

CO falls asleep

Human Performance Difficulty

Management System

Standards, Policies, or Administrative Controls (SPAC) Not Used

CORRECTIVE ACTION HELPER®

CORRECTIVE ACTION DETAILS

Priority: Medium Description: Add a step to the Temporary Systems Installation policy (TS-115B) that requires that the location of the temporary systems is evaluated to ensure that the location does not interfere with watchstanding duties.

Corrective Action Number: 003

IMPLEMENTATION



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