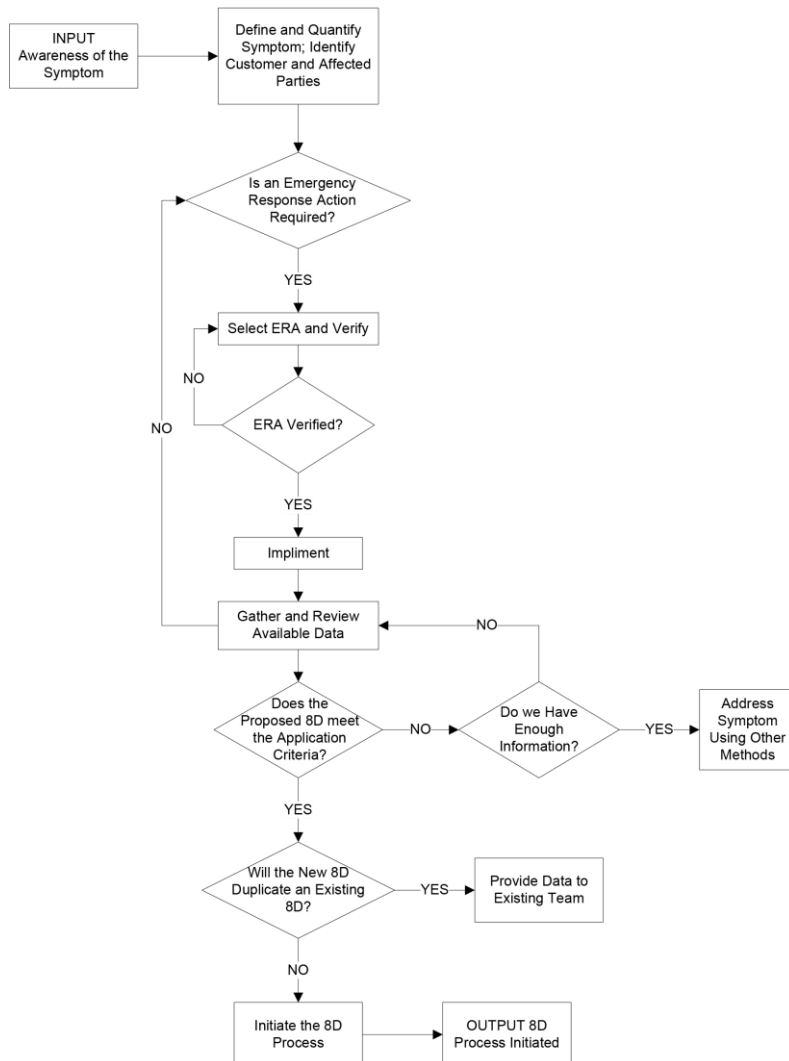# D0 Reference Card

Prepare

Emergency Response Action (ERA)
1. Necessity for Emergency Response Actions has been evaluated?
2. If an Emergency Response Action was taken, it has been verified?
3. If an Emergency Response Action was taken, it has been verified?

RCA Application Criteria
4. The symptom(s) has been defined and quantified?
5. The RCA customer(s) who experienced the symptom(s) and, if appropriate, the affected parties, have been identified?
6. Measurement taken to quantify the symptom(s) demonstrate that a performance gap exists AND/OR that priority (severity, urgency, growth) of the symptom warranted initiation of the process?

RCA Application Criteria
7. The cause of the problem is unknown?
8. Management is committed to dedicate the necessary resources to fix the problem at the root cause level and to prevent recurrence?
9. Symptom complexity exceeds the ability of one person to resolve the problem?

Other
10. The new RCA will not duplicate the existing RCA?

Common Tasks (as appropriate)
11. All changes are documented (e.g., FMEA, Control Plan, Process Flow)?
12. Measurables have been reviewed?
13. The RCA Report has been updated?
14. The need for a service action has been determined?