

CASE STUDY

SYSTEMIC ROOT CAUSE ANALYSIS IMPLEMENTATION

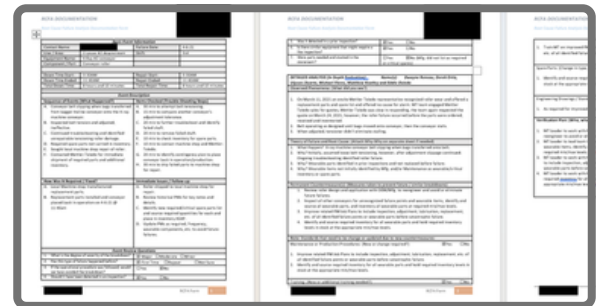
LEADING NATIONAL QUICK-SERVICE RESTAURANT (QSR) BRAND

THE CHALLENGE

A newly commissioned, highly automated beverage manufacturing facility was experiencing complex, recurring technical issues across varied systems. The client needed to shift the technical workforce from reactive "symptom treating" to proactive, systemic problem resolution to protect production yields.

THE APPROACH

- Designed and integrated a standardized Root Cause Analysis (RCA) program across the facility's technical operations.
- Trained and mentored cross-functional teams—including robotics engineers and industrial mechanics—in formal diagnostic methodologies, specifically 5 Whys and Ishikawa (Fishbone) diagrams.
- Directly facilitated multiple live RCA investigations alongside the engineering teams to diagnose critical infrastructure faults in real-time.



THE RESULTS

- Successfully identified and permanently resolved chronic equipment failures across complex water treatment systems, automated robotics, and core manufacturing lines.
- Cultivated a culture of operational excellence, empowering frontline technicians to independently audit and eliminate recurring mechanical issues.