



**Topic: *Root Cause Analysis***

**Presenter: **Patrick L. Hagerty, Systems QA Engineer,  
Astronautics Corporation of America****

**Date: Thursday, September 18, 2014**

**Agenda: 6:00-6:30 p.m. CT – Dinner (\$5 Member / \$8 Nonmember) & Networking  
6:30-6:45 p.m. CT – Introductions & Announcements  
6:45-8:00 p.m. CT – Presentation and Q&A**

**Locations:**

- 1. Schaumburg, IL – IBM, 10 N. Martingale Dr., Schaumburg, IL 60173 (3<sup>rd</sup> Floor Conference Room)**
- 2. Lake Forest, IL – Hospira, 375 N. Field Drive, Building H3, Lake Forest, IL 60045 (1st Floor R&D Innovation Conf Rm)**
- 3. Milwaukee, WI – Astronautics, 4115 N. Teutonia Ave., Milwaukee, WI 53209 (Board Room)**
- 4. Madison, WI – Bjorksten | bit 7, 5407 Fen Oak Ct., Madison, WI 53718 (Mendota Conference Room)**

**Abstract**

Problems happen. That's inevitable. It's how we deal with them that matters. You can put Band-Aids® on them forever, but that won't fix the problem. To truly resolve it, you want to get at the root of the problem. That's where root cause analysis (RCA) comes into play. Targeting the root cause is more effective than merely addressing the direct causes or "treating the symptoms" of a problem. RCA is a systematic process with the conclusion and causes backed up by documented evidence. We will discuss the process and some of the tools used to perform an effective root cause analysis.

**About Our Speaker**

**Patrick Hagerty** is a Systems Quality Assurance Engineer at Astronautics Corporation of America. He served in the U.S. Navy as an Electronics Technician, then entered the civilian world and quickly moved from hardware to software and systems engineering in commercial, defense, and aerospace environments. After a little over a couple of decades he transitioned to aerospace quality assurance and has continued in that role for a little over a dozen years. His responsibilities include process authoring, auditing, and training; artifact inspection; and the development and administration of training on processes and quality-related topics that include root cause analysis.

**Questions?: For more information, go to <http://www.incose.org/Chicagoland/>.**