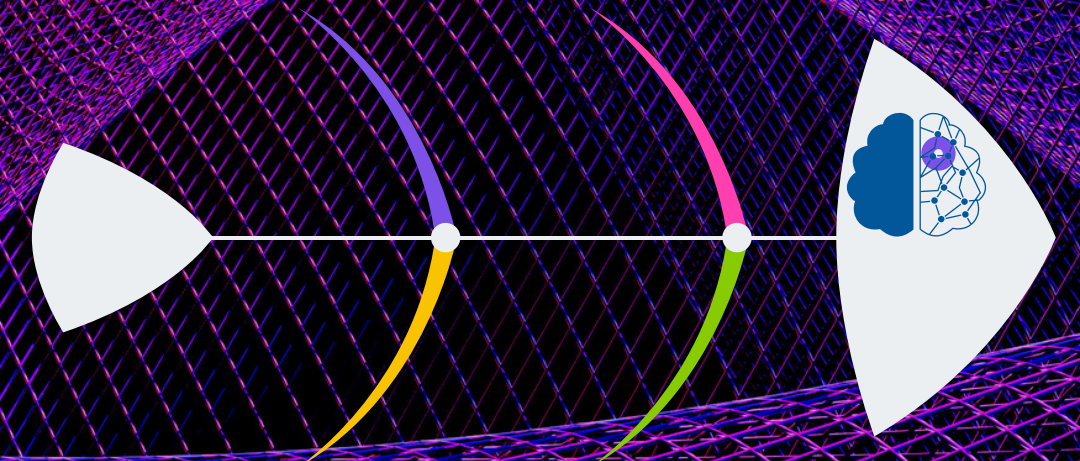# AI-powered Visual Root Cause Analysis
for Higher Efficiency, Productivity, and Reliability

Julie Basu, CS PhD (Stanford)
Founder, CEO

JULY 9, 2023

Quote

*"Identify the root cause,
and the solution will reveal itself."*

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AGENDA

- What is Root Cause Analysis (RCA, RCCA)
- Difficulties and inefficiencies
- Our patented innovation: *smart* Fishbones
  - Visual collaborative analysis
  - AI-powered recommendations
- Benefits
- Use cases

www.prosolvr.tech

prosolvr.tech/launch.html

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What is Root Cause Analysis (RCA, RCCA)

Goals: Improve quality and increase reliability of products and operations

360° view of a problem

- Define the problem
- Collect evidence (symptoms)
- Identify the root cause(s) with in-depth analysis
- Take containment measures and corrective actions
- Prevent problem recurrence
- *Learn from the experience!*

COMPREHENSIVE
COLLABORATIVE
EVIDENCE-BASED

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Difficulties & Inefficiencies

1 **Complexity**
Linear RCA tools do not scale

2 **Collaboration**
Distributed teams are tough to coordinate

3 **Knowledge churn**
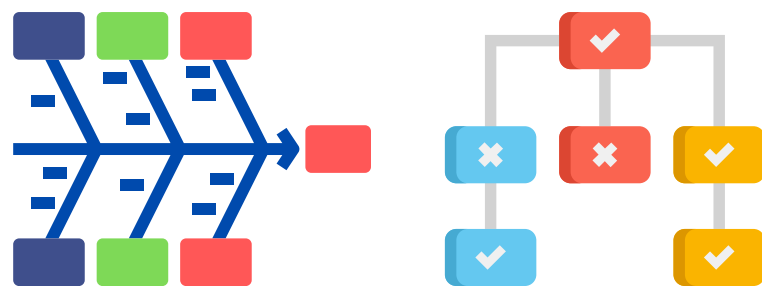Experts leave and knowledge is lost

4 **Manual learning**
Information is hard to search, read and apply

Our patented innovation: *Smart* Fishbones

Visual maps

- Structured fishbone and tree of causes with layered views
- Organized data and evidence
- Fault status tracking
- Collaborative analysis
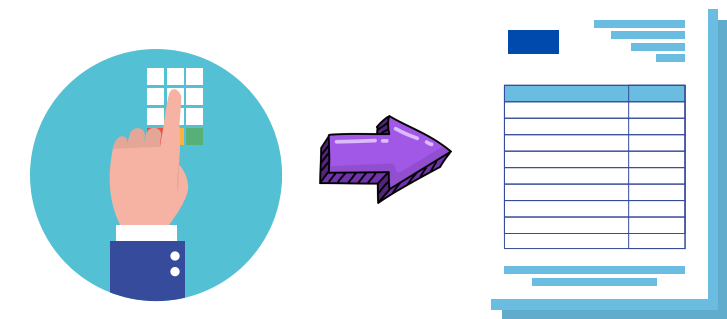- Mix-and-match templates

AI-powered insights

- Solved issues go in RCA Vault
- Interprets visual maps
- Symptom-driven matching
- Aggregated recommendations
- Template suggestions
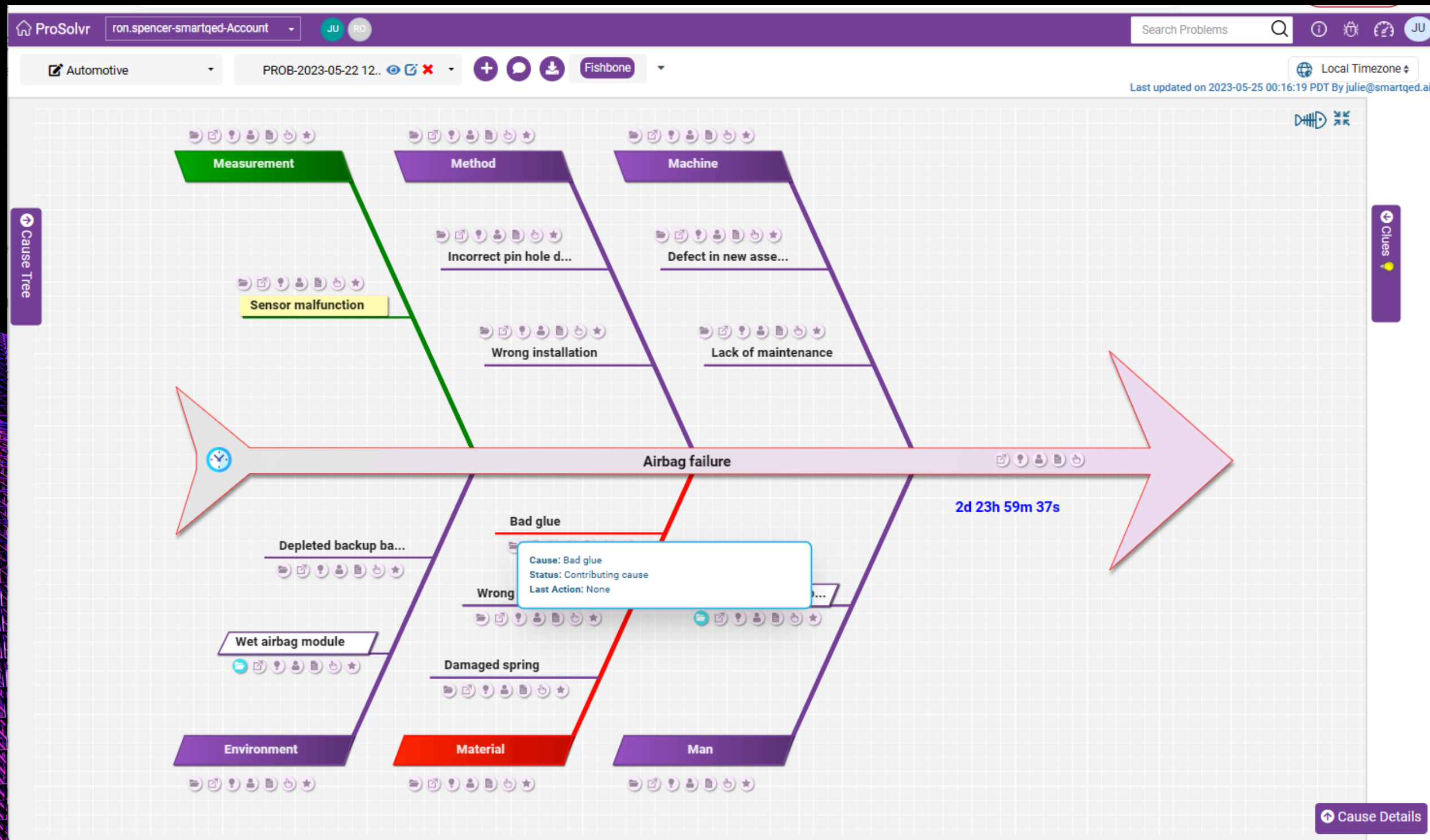- Chat GPT - coming soon!

Automated reports

- 1-click manual downloads
- Automated periodic emailing based on problem priority
- Summary/detailed PDF reports
- 8D reports in Excel format
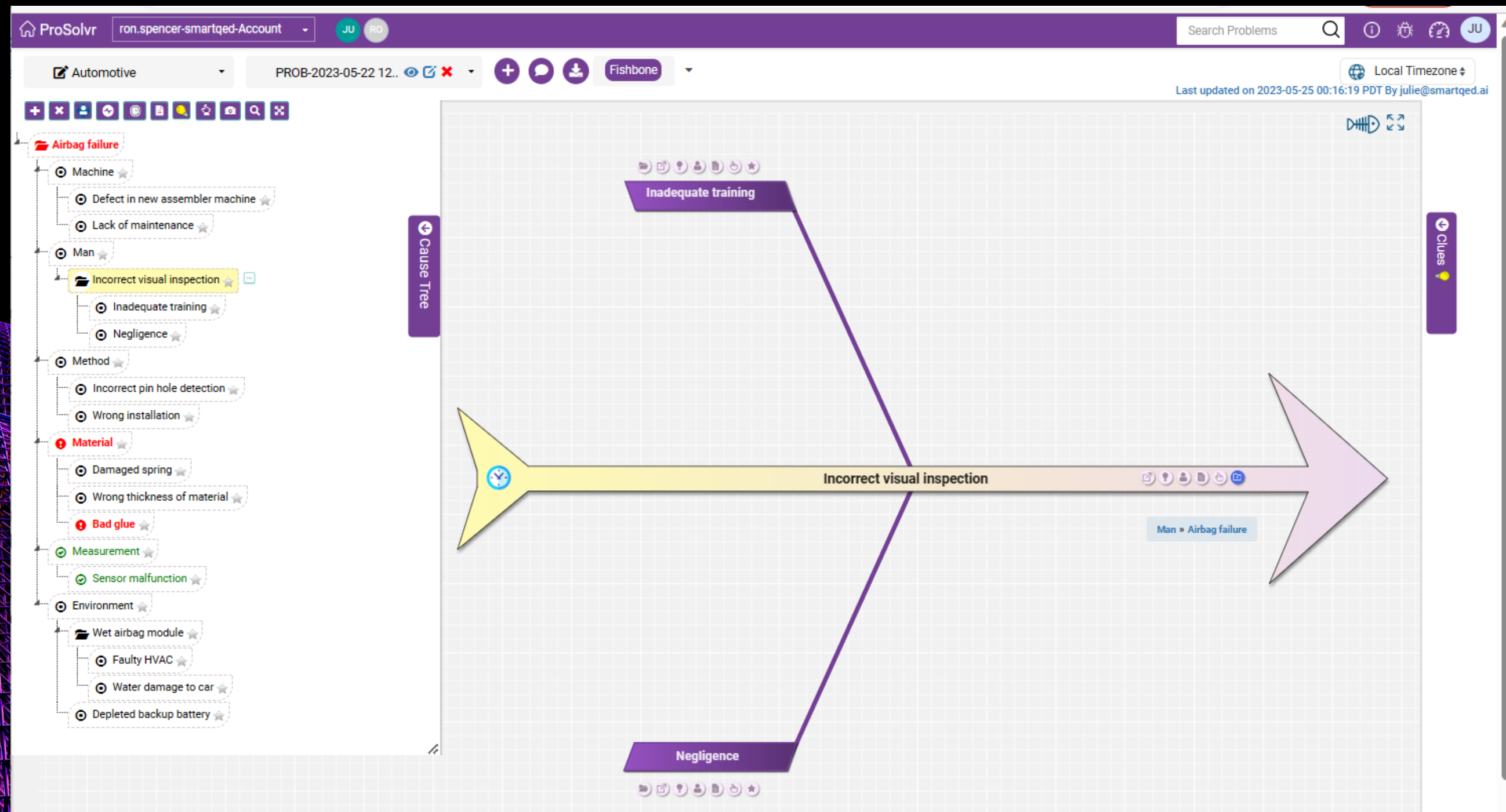- Customizable

PATENTED
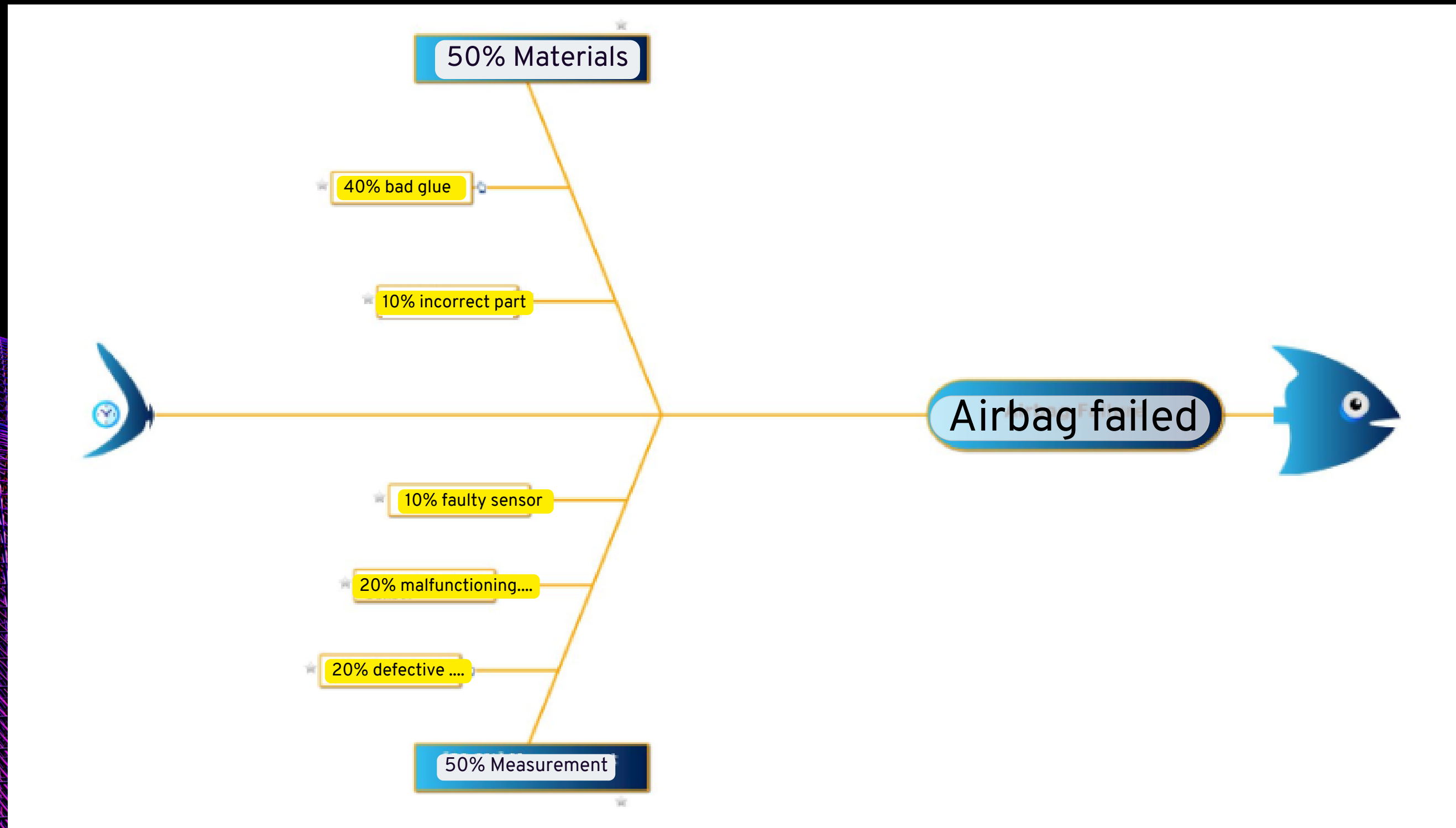
Smart Fishbone for Airbag Failure problem

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AI-POWERED VISUAL ROOT CAUSE ANALYSIS

Cause Tree for full view
with navigation

Nested view

Aggregate Fishbone Suggestion based on analysis of RCA vault

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Benefits

SCALABLE

Easily scalable to RCA of complex problems with large teams - all are on the same page

AUTOMATED

Automated reporting & knowledge capture with AI-powered insights slashes tedious work & training time

EFFICIENT

Higher efficiency, productivity, quality & reliability leads to happier customers

PRODUCTIVITY

EFFICIENCY

RELIABILITY

QUALITY

Use Cases

MANUFACTURING

Investigate defects or failures of products and components during design & development as well as in operation

EXAMPLES

- Defective component
- Incompatible design

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Use Cases

MAINTENANCE

Analyze failures in maintenance processes to
identify true root causes and prevent problem recurrence

EXAMPLES
- Leakage
- Compliance failure

Use Cases

ACCIDENTS & INCIDENTS

In-depth investigation and root cause analysis of accidents & incidents with tracking of corrective and preventive actions (CAPA)

EXAMPLES

- Car crash
- Aircraft Runway incursion

Use Cases

IT / CYBERSECURITY

Complex cross-functional software problem analysis by distributed teams, with in-depth investigations and clear reporting

EXAMPLES

- System outages
- Hacker attacks

Use Cases

WORK SAFETY

Investigate injuries and adverse incidents
in factories and work places

EXAMPLES

- Worker injury - slips and falls
- Mishandling of hazardous materials

Use Cases

BUSINESS OPERATIONS

For root cause analysis of complex issues
in business operations or financial systems

EXAMPLES

- Delivery delays / missed deadline
- Supply chain vulnerability

and many more ...

Testimonial

"There is an urgent need of such a VISUAL tool in the area of Problem solving, Knowledge analysis and Incident management.
This innovative tool serves a greater purpose."

Phaniendra Somraj
Process Improvement expert, Lean Six Sigma Master Black Belt

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"Success lies not in finding quick fixes for symptoms, but in uncovering the true causes and addressing them with corrective action."

THANK YOU