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# **Manual For Root Cause Case Manager Set up/Use Version #: 2020.02.02-v.8**

## **Purpose**

TANGO™ Root Cause Case Manager (RCCM) is a method of problem solving intended to discover the root cause of equipment failures.

Identifying and addressing root causes, rather than treating symptoms, leads to long-term elimination/mitigation of chronic failures and extension of machine life between overhauls.

RCCM aids the user in following the general process for performing and documenting root cause failure analysis and corrective actions.

## **Items Needed for Task**

- TANGO database login credentials
- Have "Root Cause Case Editor" Role selected
- Have "Admin Rights" to close a Root Cause Case

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## Why use TANGO™ RCCM

Root cause failure analysis (RCFA) is the systematic approach of identifying the underlying causes of a triggered event, evaluating and implementing corrective action solutions, then monitoring and sustaining the effectiveness of these improvements.

A comprehensive RCFA program involves the integration and analysis of numerous pieces of data that must be translated and distributed to appropriate department personnel as they evaluate applicable corrective actions to remedy the problem (triggered event).

The TANGO™ Root Cause Case Manager (RCCM) is designed to meet RCFA case management needs which may not be available in spreadsheets or CMMS. Triggered event information and corrective actions are integrated into root cause cases. These cases force standardization and distribution of case status information and details to pertinent personnel.

Though this information is vital to the understanding and tracking of root cause cases, typically the early stage root cause case information is limited. Event occurrence, severity and associated personnel are usually the only information that is available when case documentation begins. As additional information becomes available, the updated/edited case information and planned next steps are documented through the RCCM.

The flexibility to update and edit case information is as important to documenting a root cause event as the accuracy of the documentation. If critical information cannot be collected and presented to the personnel that need it and in a timely manner, the accuracy of the analysis becomes immaterial to the development of planned actions. RCCM editing and status updating notification components ensure that all actionable updates are instantly distributed to and viewable by the personnel that need them.

Documenting individual corrective actions, independent of each other, provides a more detailed picture of the effectiveness of each step in the case's management. The RCCM focuses on each action developing, independently and with equal weight, as the case progresses to completion. Monitoring case fault's corrective actions allows deeper understanding of program flaws and provides a valuable resource for additional development of proactive remedies.

Cases have multiple faults and the fault's corrective actions, but the RCCM event cases cannot be checked off and closed until each corrective action assigned to each case fault has been addressed. The RCCM ensures all work is documented to completion, before a case is closed, to limit the corruption of the historical root cause data that is essential to evaluating and improving the effectiveness of the RCFA program.

As always, if you have any questions about the TANGO™ RCCM or any other TANGO™ products, please let us know.

Forrest Pardue  
President/Owner  
24/7 Systems, Inc.



# I. Getting Started

For a trigger exceeded event, begin documenting the initial event information in a RCCM root cause case. RCCM cases are initiated at the asset component level and only through the TANGO asset tree.

If an asset component location is not located in the TANGO asset tree, add the missing component location to the asset tree. If you do not have location editing ability, the tree can be edited by your TANGO administrator or the administrator may update your user profile configuration to include "Allow Locations Editing."

To start a RCCM case, you are required to document the case owner, severity and date occurred. As the case develops, additional information may be added to the case or to update the previously documented information. Problem descriptions and status comments serve to continue documenting the RCCM case until faults are ready for designation.

All active TANGO user profiles are available to be assigned as the case owner. Additional TANGO users may be added to follow the case, but only a single user can be assigned as the case owner. Added personnel will be included in the email chain and will be updated through email of significant changes to the case. If desired personnel are missing from the active TANGO user list, these may be added (by a TANGO administrator) through TANGO Database Administration.

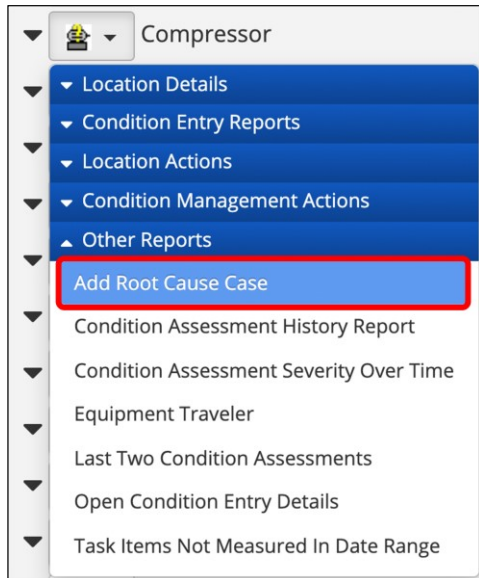
Once the case is initiated and the event information is updated, the case may be accessed through the RCCM dashboard. The RCCM dashboard displays all RCCM cases and a summary of the case status. The dashboard may be customized to display and export relevant information and case status types.

## Creating a Root Cause Case

### Select Location

Root Cause Cases can only be created through an asset component location in the Tango Asset Tree. To begin a Root Cause Case, click on the action arrow of the appropriate component location in the Tango Asset Tree.

Under "Other Reports" select "Add Root Cause Case."



### Begin A Root Cause Case

On the "Root Cause Case" page, fill out all the fields and type a brief summary of the case in the "Problem Summary" dialog box.

**Root Cause Entry**

170 Compressor Room >> AIR >> 1CENTAC >> Compressor

Root Cause Information

Owner *	John Reliable
Severity	Select a severity
Frequency	Select a frequency
Occured *	mm/dd/yyyy
Repaired	mm/dd/yyyy
Component Downtime	0 Hours 0 Minutes
Production Downtime	0 Hours 0 Minutes
Root Cause Case Number	2020 - 3

*Note: The "Owner", "Severity" and "Occurred" fields are mandatory.*

## Additional Root Cause Case Information

If available, additional case information can be documented next.

In the "Detailed Problem Description" dialog box, enter a detailed description of the failure.

Enter the latest status comment in the "Status Comment" dialog box.

To finish the Root Cause Case, click anywhere off in the page to save "Status Comment."

The screenshot shows a form with three sections, each with a red box around its title:

- Problem Summary**: A text input field.
- Detailed Problem Description**: A text input field.
- Status Comments**: A text input field with the placeholder text "Enter New Status Comment."

*Note: The "Problem Summary" will display in the tree as the case description.*

## Document Faults

Once faults have been determined, they can be documented on the "Root Cause Case Editor" page.

Click the blue "Faults" button, then select the identified fault. Repeat this operation for each identified fault.

The screenshot shows a dialog box titled "Select Faults" with a search bar and a list of faults. The search bar contains the text "Fan". The list of faults is as follows:

	Fault Description	Category
<input type="checkbox"/>	Fan blade encrustation	Mechanical
<input type="checkbox"/>	Fan blade pass vibration	Mechanical
<input checked="" type="checkbox"/>	Fan problem	Mechanical
<input type="checkbox"/>	Fan rumble	Mechanical
<input type="checkbox"/>	Fan stall	Mechanical
<input type="checkbox"/>	Fan Broken	RepairTrack Defaults
<input type="checkbox"/>	Fan Cover Damaged	RepairTrack Defaults
<input type="checkbox"/>	Fan Failure	RepairTrack Defaults

An "OK" button is located at the bottom right of the dialog box.

## Add Personnel

To add additional personnel to the e-mail notification recipients list, navigate to the "Personnel" section and click on the "+" icon next to "Add Personnel."

Personnel	Role	
John Reliable	Technical Resource	
Mike Manager	Management	
James Tech	First Responder	
John Tech	Operator	
Guest01	Others	

In the "Select Personnel Involved" dialog box, select the Tango user you would like added to the e-mail notification chain. Select the personnel's "Role." Click "OK."

Select Personnel Involved

Personnel: Select User

Role: 

- ✓ Operator
- First Responder
- Technical Resource
- Management
- Others

OK








*Note: Added "Personnel" will be included with all event e-mails associated with the "Root Cause Case."*



# Reviewing the RCCM Dashboard

## Case Dashboard

The "Root Cause Case Dashboard" presents all the Root Cause Cases in Tango on single page.

Root Cause Case Dashboard										
Currently Filter By: User Region										
<div> Filter Columns Filter By Case</div>										
Actions	Severity	Asset	Component	Equipment Type	Root Cause Identified	Problem Occurred On	Problem Summary	Latest Status Comment	Corrective Actions	Status
	Severe	5026 - WHITE LIQ FLTRS ACID CLNG	M27-0628 - WHITE LIQ PRESSURE DISC WSHR (PDW)	Pump	✓	2020-02-03	RCFA_19-017 PDW drive side bearing failed		Assigned: 4 Open: 1 Closed: On Time: 0 Late: 3 Suspended: 1	Days Open: 29
	Severe	3414 - COUCH ROLLS & EQUIPMENT	M41-0888 - 60" COUCH ROLL DRV REDUCER	Generic Equipment - Type Unspecified	✓	2019-05-01	RCFA_19-019 PM3 COUCH ROLL GEAR REDUCER-MTR FAILURES		Assigned: 4 Open: 1 Closed: On Time: 3 Late: 0 Suspended: 0	Days Open: 307
	Severe	4540 - #2 MILL BUS DIST. BREAKERS 15KV	E38-0262 - #2 MILL BUS BREAKER #102	Breaker	✓	2019-06-18	RCFA_19-036 NO.2 MILL BUSS-ALTERNATE FEEDER BETWEEN MILL SERVICES AND RAW WATER SOUTH		Assigned: 2 Open: 0 Closed: On Time: 1 Late: 1 Suspended: 0	Days Open: 259
	Severe	3792 - D2 STAGE WSHR EQUIP	M53-0190 - D2 STAGE DD WSHR	Generic Equipment - Type Unspecified	✓	2020-02-03	RCFA_19-038 2019 FIBERLINE ANNUAL OUTAGE STARTUP ISSUES/DELAYS		Assigned: 9 Open: 3 Closed: On Time: 1 Late: 5 Suspended: 0	Days Open: 29
	Severe	E27-0214 #2 Causticizer Agitator	Agitator	Agitator	✓	2019-06-12	RCFA_19-032 CHEMICAL AREA CAUSTICIZER AGITATOR FAILURES (ALL)		Assigned: 4 Open: 2 Closed: On Time: 1 Late: 1 Suspended: 0	Days Open: 265
	Severe	2700 - CUTTER/LAYBOY	E22-0096- MEASURING ROLL	Motor	✓	2019-11-03	RCFA_19-054 PULP DRIVER MEASURING		Assigned: 4 Open: 0 Closed: On Time: 0 Late: 0 Suspended: 0	Days Open: 121 Checked off:

## Report Options

To view, click the sprocket icon to open "Report Options." This will show a "Case Open/Close" report, provide access to the "Corrective Action Status Report" and export options for the "Root Cause Case Dashboard."

Click the "View" button to open a list of all corrective actions by user in the "Corrective Actions Status Report."

Click "Export" for an Excel spreadsheet of the Root Cause Case Dashboard.

Click "OK" to exit "Report Options."

Report Options

Case Open/Close

	This Week	This Month
Opened	2	78
Closed	0	2

View

Corrective Action Status Report.

Export

Root Cause Case Dashboard.

OK

## Filter Columns

To change presented column information, click on the "Filter Columns" button and select all desired columns.

Click "OK" to close dialog box.

Filter Columns

☒ Actions  
☐ CFA Number  
☒ Severity  
☐ Plant  
☐ Init  
☐ Function  
☒ Asset  
☒ Component  
☒ Equipment Type  
☒ Root Cause Identified  
☒ Problem Occurred On  
☐ Due To Close Date  
☒ Problem Summary  
☐ Task Group Name  
☒ Latest Status Comment  
☒ Corrective Actions  
☒ Status

Ok

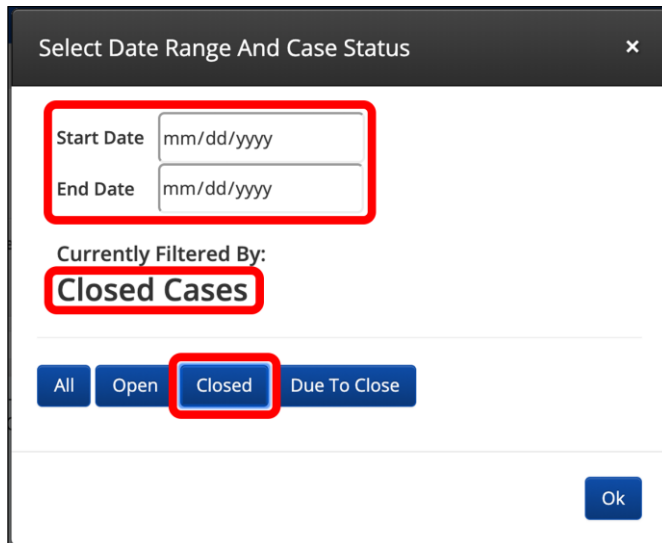
## Filter By Case

Click on the "Filter By Case" icon in the "Route Cause Case Dashboard" screen.

When "Date Range and Case Status" dialog box is opened you can filter by, "Start Date" or "End Date."

Or by "All", "Open", "Closed" and "Due to Close" options.

Click "OK" to close dialog box.



Select Date Range And Case Status

Start Date mm/dd/yyyy

End Date mm/dd/yyyy

Currently Filtered By:

**Closed Cases**

All Open **Closed** Due To Close

Ok

# I. Corrective Actions

As faults become more defined and actions are developed, these may be added or updated through the RCCM Root Cause Case Editor.

Not all faults that contribute to an event reach the same problem level, but they are all still informative as the root cause case unfolds. Once fault information is available for documentation, the faults can be selected from a RCCM pre-set fault list. The fault list is customizable by an administrator through TANGO™ Database Administration.

RCCM allows you to further document multiple faults related to an individual event, their place in the event chain, and each corrective action taken for an individual fault. Just as each event will require documentation of multiple faults, each fault will require documentation of multiple corrective actions.

Corrective actions for a case's faults do not need to be assigned to the "Root Cause" faults. Often there are multiple faults attributed to a case, that were not designated with the problem level of "Root Cause." Alternate problem level faults still need corrective actions assigned to address overall underlying problems.

Adding a corrective action requires assigning an action owner to oversee the work and an estimated completion due date. The RCCM autogenerates a work order number for each corrective action. This number is unique, but it may be changed to better fit your needs.

All active TANGO user profiles will be available to be assigned as the action owner, but only a single user can be assigned as the action owner. If desired personnel are missing from the active TANGO user list, they can be added (by a TANGO administrator) through TANGO Database Administration.

Once corrective actions are defined, status updates like EDIT, Comment, Suspend, Delete and Close may be applied to each action. All status updates will be documented with a timestamp and a signature of the TANGO user making the change. Each status change will be documented with the action and added to the action history.

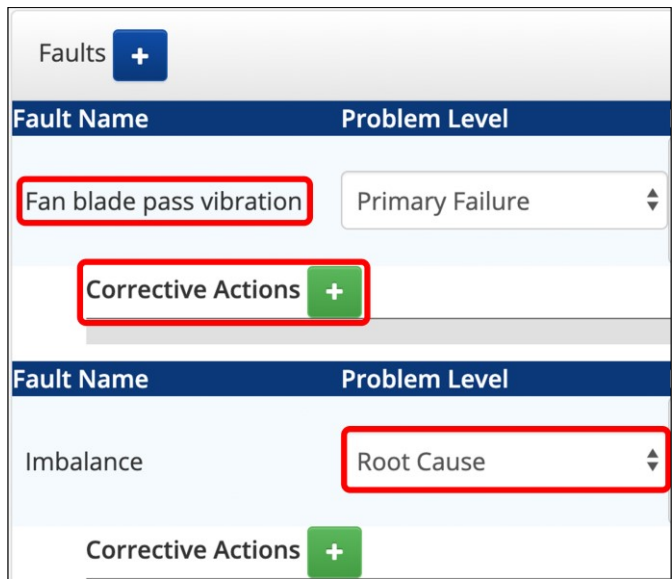
All open corrective actions are displayed in the Corrective Actions Status Report. The report may be accessed through the options found in the Root Cause Case Dashboard. The actions report displays a summary of all open corrective actions, chronologically and by action owner. Each action in the report can redirect the user to the associated root cause case for additional updating.



# Defining Corrective Actions

## Begin Corrective Action

Corrective actions associated with a root cause fault can be assigned to the fault through the “Root Cause Case Editor.” Additional corrective actions must be entered, one at a time, through the selected fault.

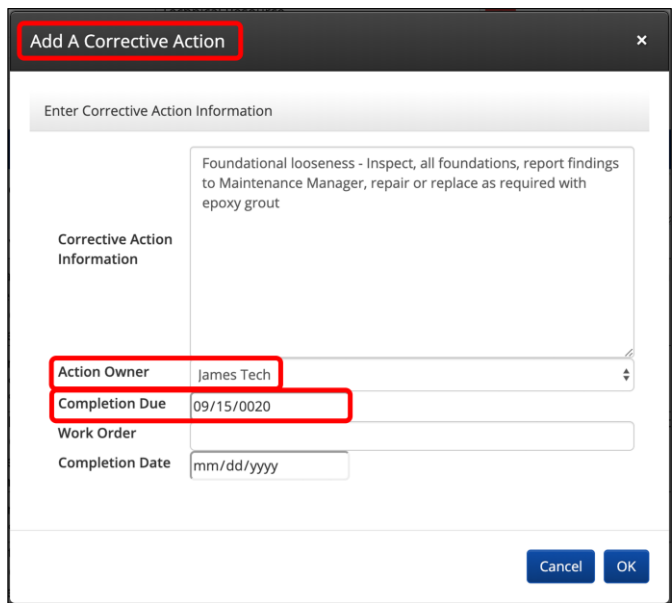
Under the selected fault, click the  icon to begin the corrective action.



Fault Name	Problem Level
Fan blade pass vibration	Primary Failure
Corrective Actions 	
Fault Name	Problem Level
Imbalance	Root Cause
Corrective Actions 	

## Add Action Information

Click the “Action Owner” pull down and select the corrective action owner from the Tango user list. Enter the “Completion Due” date and edit the autogenerated “Work Order” number, if needed. Select the date the Corrective Action was completed. Click “OK” to save and close the dialog box. Repeat this process for each fault’s assigned corrective action.



Add A Corrective Action

Enter Corrective Action Information

Corrective Action Information

Foundational looseness - Inspect, all foundations, report findings to Maintenance Manager, repair or replace as required with epoxy grout

Action Owner

James Tech

Completion Due

09/15/0020

Work Order

Completion Date

mm/dd/yyyy

Cancel

OK

## Update Corrective Action Status

Select the "Edit" icon for the appropriate "Corrective Action."



Update/edit "Corrective Action Information."

Under the section "Personnel", select a new "Action Owner" from the Tango user list. Click "OK" to save and exit dialog box.

## Delete Corrective Action

Select the Delete icon from the icon list to remove the corrective action.



When the change is complete, a "Corrective Action Deleted Properly" notification will appear.



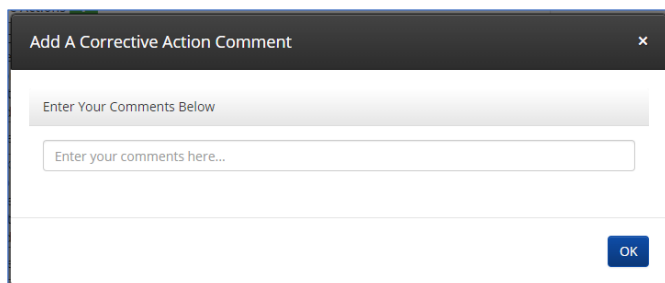
## Add Corrective Action Comment

Select the Dialog icon from the icon list to add the latest comments.



Enter an additional "Action Comment" in the dialog box.

Click "OK."

A dialog box titled "Add A Corrective Action Comment" with a close button (X) in the top right corner. Inside the dialog, there is a label "Enter Your Comments Below" above a text input field. The input field contains the placeholder text "Enter your comments here...". At the bottom right of the dialog is a blue button labeled "OK".

When the change is complete, a "Corrective Action Comment Saved" notification will appear.

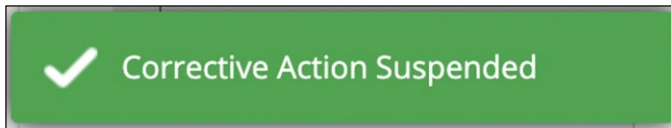


## Suspend Corrective Action

Select the Pause icon from the icon list to designate suspended movement to a corrective action.



When the change is complete, a "Corrective Action Suspended" notification will appear.



## Complete Corrective Action

Select the Checked icon from the icon list to designate the completion of a corrective action.



When the change is complete, a "Corrective Action Completed Properly" notification will appear.



Repeat this process for all corrective action status updates.

*Note: When a corrective action is closed and/or suspended a signature and date stamp is generated by the user who assigned the designation. Users are limited on who can close and/or suspend corrective actions by their database administrator.*

## Corrective Action Status Report

A list of corrective action can be reviewed in the "Corrective Action Status Report." In addition to the "Root Cause Case Dashboard", the "Corrective Action Status Report" can be accessed through the "Asset Tree."




To open the report, click "Other Reports" under the Plant level of the Tango Asset Tree and select "Correction Action Status Report."



▲ Other Reports
Asset Fitness Summary
Asset Health Report
Condition Risk Factor Rating Report
Corrective Action Status Report
Locations Not Measured Report
Open Condition Entry Details
Process Parameters Currently Out of Bounds
Process Parameters Out Of Bounds History Report
Work Planners Report

Once open, the report will alphabetically display a list of actions assigned to each Tango user by the "Actions Owner" designation.

To review more detailed information of a corrective action, click the edit icon under the "Actions" column. Clicking the "Actions" icon will take you back to the "Root Cause Case Editor" for further review.

Corrective Action Status Report							
Open Corrective Actions By Owner							
▼ Actions Owner: James Tech							
▲ Actions Owner: John Reliable							
Actions	Asset	Component	Fault	Corrective Action	Due	Work Order	
	Primary Air Fan	Fan	Cracked/broken component	Foundational looseness - Inspect, all foundations, report findings to Maintenance Manager, repair or replace as required with epoxy grout	Oct 15, 2020	24-70012344	
	Primary Air Fan	Fan	Cracked/broken component	Revisit torque procedures, training and affix torque specifications to work package.	Nov 05, 2020	24-7001231	
	Primary Air Fan	Fan	Cracked/broken component	Revisit bolt and nut specifications; the number of times they can be re-torqued and reused for a given application.	Nov 15, 2020		
▼ Actions Owner: John Tech							
<i>Note: Only root cause entries within your user region are considered in this report.</i>							
<div>Status Report</div> <div>View Root Cause Entry Status Report</div>							

## II. Validation & Completion

When finalizing a case, the difference between checking off and closing a case is validation. RCCM cases must be "Checked Off" before they can be "Closed" which makes validation a requirement for full case closure.

In the RCCM, preparing a case for checkoff requires the completion of all corrective actions assigned to the case, scheduled case closure date and checkoff comments. After this documentation, the corrective work that has been completed needs to be reassessed and verified it is within bounds of the desired parameters.

After the corrective actions have been verified, the case is ready to be closed. If a corrective action is holding up the case validation process, all case personnel will know who the corrective action is assigned to and when it was scheduled to be completed.

This RCCM procedure ensure that all corrective actions in a case are "Checked Off" and the findings are communicated so that nobody is left in the dark and no balls were dropped. These procedures also ensure accountability of the personnel assigned to the work.

To eliminate possible communication problems, the RCCM also distributes detailed notifications to the appropriate personnel at key steps in the case. Unlike the action specific notification emails sent out for corrective action changes, check off and close stage notification emails will be sent out to all the personnel associated with the case during its life cycle.

When mistakes are made or last-minute details become available, the RCCM allows you to "Undo" the "Checked Off" or "Closed" status designation. This change will allow you to make any edits or updates that are required during each step of the case. If the options to "Undo" checked off and closed cases are not available, notify your TANGO administrator to make the changes or to edit your user profile to include the "Check off Root Cause Entries" and "Close Root Cause Entries" roles.



With the final closure of a case, the historical record of the case and all corrective action solutions are available for future program evaluation and improvement. This information is accessible through the Root Cause Case Dashboard and the assigned asset component location of the TANGO asset tree.

## Check Off/Close Root Cause Cases

### Locate the Root Cause Case

On the "Root Cause Case Editor" page, the root cause case status can be elevated to "Check Off" and/or "Closed."

To elevate the status of a root cause case, navigate to the correct case on the "Root Cause Case Dashboard." Click the "Actions" icon and select "View/Edit Root Cause Case."

	Severe	5026 - WHITE LIQ FLTRS ACID CLNG	M27-0628 - WH LIQ PRESSURE WSHR (PDW)
<div>Email Entry</div> <div>Locate in Tree</div> <div>View/Edit Root Cause Case</div>			
	Severe	3414 - COUCH ROLLS & EQUIPMENT	M41-0888 - 60 COUCH ROLL REDUCER

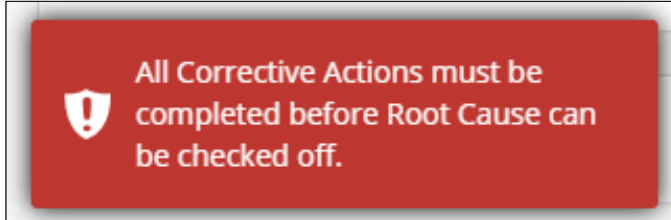
### Check Off

At the bottom of the page enter known check off information. To "Check Off" a case, enter the expected close date (if known), a final check off comment, and click the "Check Off" button.

Checkoff and Closing Information	
Due to Close Date	10/20/2020
Check Off Comment	
Place your checkoff comment here...	
Check Off	
Save	

## Check Off Error

To "Check Off" a case, all case assigned corrective actions must be designated "Suspended" or "Complete." If not, an error notification will appear.



## Close

Once a root cause case is checked off, the check off status can be removed and the check off information can be edited, or the root cause case can be closed.

To close a checked off case, click the "Close" button, then click "Save."

Checkoff and Closing Information

Due to Close Date

10/20/2020

Checkoff Info

Check Off Date	2020/03/04
Check Off User	Forrest Pardue
Check Off Comment	Place your checkoff comment here...

Undo Check Off

Close

Save

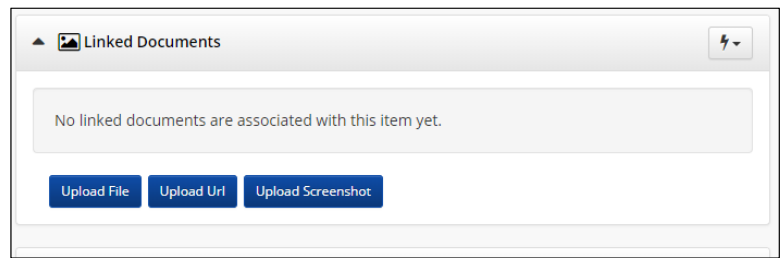
*Note: Clicking "Save" will redirect to the "Root Cause Case Dashboard" page.*

# V. Appendix

## A1. Linked Documents

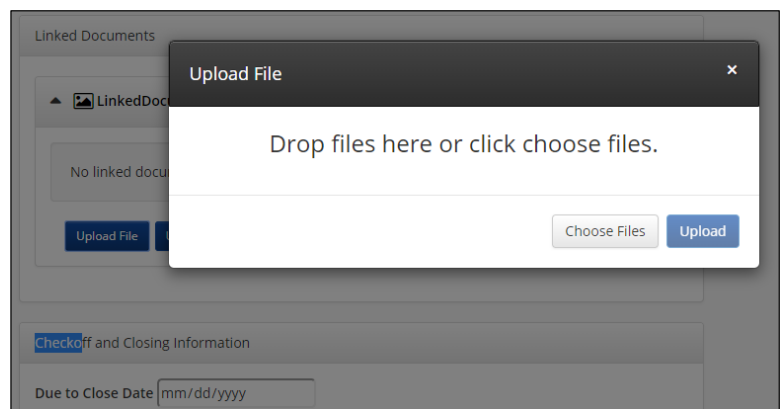
### Add Documents

On the “Root Cause Editor” page, under the “Linked Documents” section, select the document upload format (File, URL, or Screenshot).



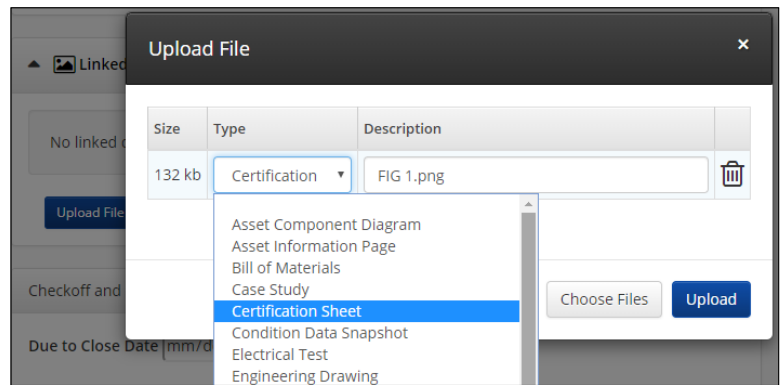
### Upload File

Click on the “Choose Files” button to open your file manager and select a document(s) to upload.



Select a document “Type” and edit the document “Description.” Repeat this process to upload additional documents.

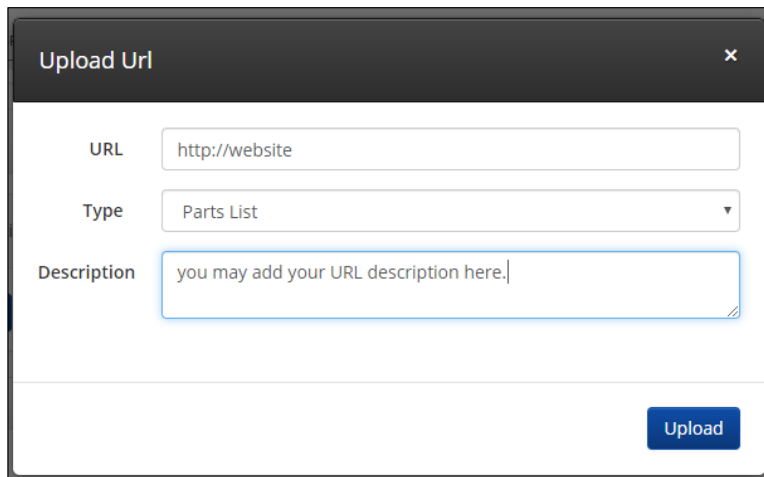
Click the “Upload” button.



## Upload URL

Click on the "Upload URL" button to enter the document origin, to select the document "Type," and to add a document "Description."

Click "Upload."

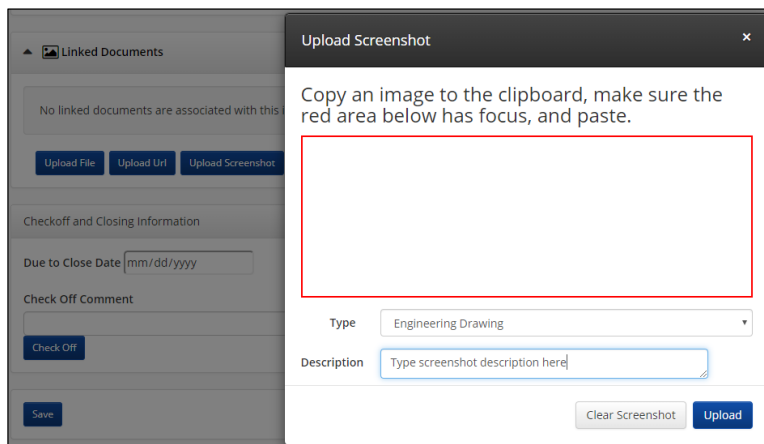


The "Upload Url" dialog box is shown. It has a dark header with the title "Upload Url" and a close button (X). The main area contains three fields: "URL" with the text "http://website", "Type" with a dropdown menu showing "Parts List", and "Description" with the placeholder text "you may add your URL description here.". At the bottom right is a blue "Upload" button.

## Upload Screenshot

Click on the "Upload Screenshot" button to paste a screenshot, to select the document "Type," and to add a document "Description."

Click "Upload."



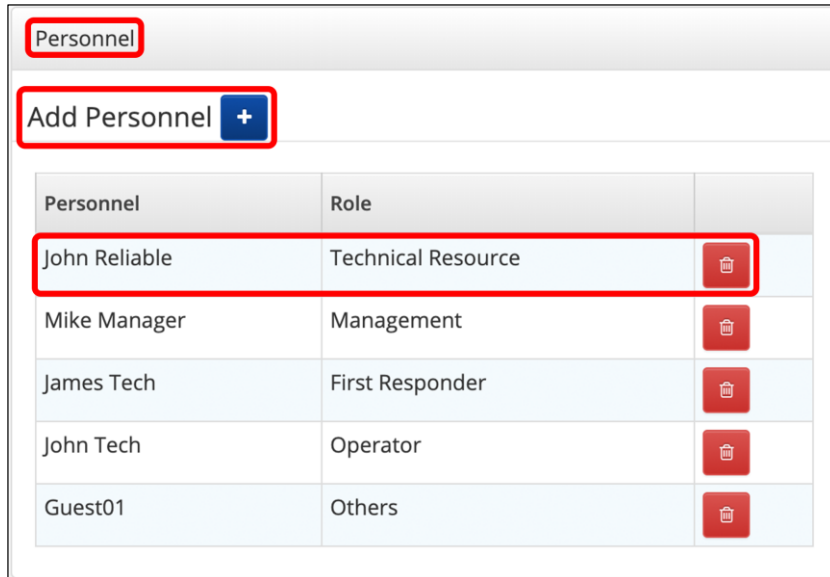
The "Upload Screenshot" dialog box is shown. It has a dark header with the title "Upload Screenshot" and a close button (X). The main area contains a large red rectangular box for pasting a screenshot, with the instruction "Copy an image to the clipboard, make sure the red area below has focus, and paste." below it. Below the box are two fields: "Type" with a dropdown menu showing "Engineering Drawing" and "Description" with the placeholder text "Type screenshot description here.". At the bottom right are two buttons: "Clear Screenshot" and "Upload".






## A2. E-mail Options

### Adding Personnel for E-mail Notifications

Root Cause e-mails are sent to "Case Owners" and "Action Owners" when a Root Cause Case or a Corrective Action is created and/or closed.

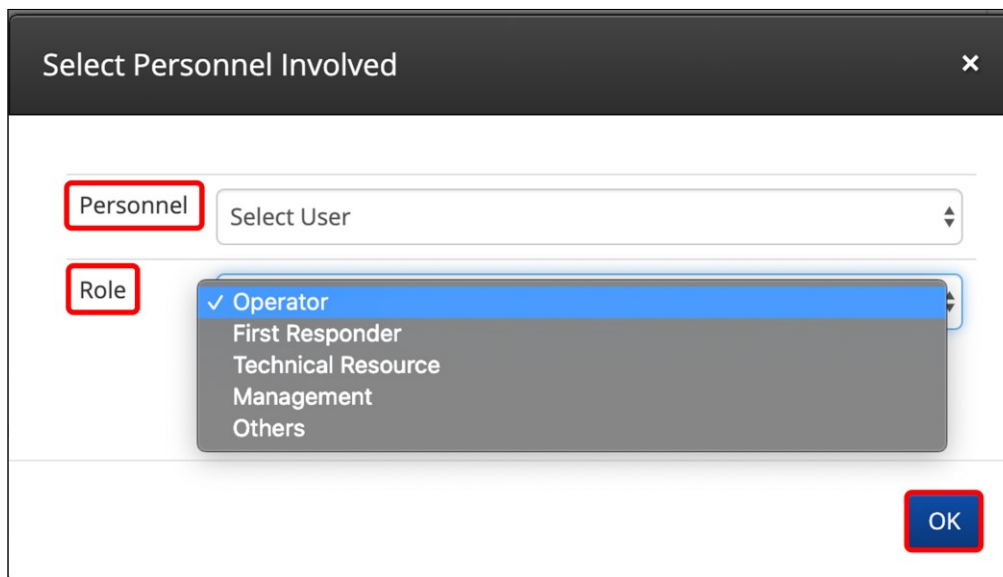
To add additional personnel to the e-mail recipients list, navigate to the "Root Cause Editor" page. Under the section "Personnel," click on the "+" icon next to "Add Personnel."



Personnel	Role	
John Reliable	Technical Resource	
Mike Manager	Management	
James Tech	First Responder	
John Tech	Operator	
Guest01	Others	

In the "Select Personnel Involved" dialog box, select the Tango user you would like added to the e-mail chain. Select the personnel's "Role." Click "OK."

Note: Added "Personnel" will be included with all event e-mails associated with the "Root Cause Case."



**Select Personnel Involved** ×

**Personnel**

Select User

**Role**

✓ Operator

First Responder

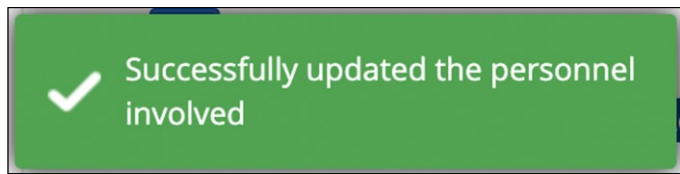
Technical Resource

Management

Others

**OK**

When personnel and their rolls have been selected, a “Successfully updated the personnel involved” notification will appear.



Repeat this process for additional personnel.

E-mail notifications will be sent from tf7-contact@tf7.com.

FW: Root Cause Corrective Action Creation

FP

Forrest Pardue <parduef@tf7.com>  
To: urbanf@tf7.com

From: tf7-contact=tf7.com@mg.tf7.com [mailto:tf7-contact=tf7.com@mg.tf7.com] On Behalf Of tf7-contact@tf7.com

Sent: Thursday, February 13, 2020 2:29 PM

To: surbanwebdev@gmail.com; parduef@tf7.com

Subject: Root Cause Corrective Action Creation

A New Root Cause Corrective Action Has Been Created!

User Assigned To	Asset	Component	Fault
Percy Homes	156728-FILTRATE SEAL WATER TANK	15672807 INSTRUMENTS, Tank, Filtrate Seal Water	Motor control problem