

ROOT CAUSE ANALYSIS (RCA) ENGINE

SOAPBOX.CLOUD™

LIVE — Available Now

ROOT CAUSE ANALYSIS (RCA) ENGINE

Find the cause. Not the symptom.

Most investigations identify what happened.

Very few uncover why it happened.

SOAPBOX.CLOUD™ provides a centralized, enterprise-wide Root Cause Analysis Engine that standardizes investigations across incidents, near misses, audits, CAPAs, inspections, NCRs, complaints, and operational deviations.

Because recurring failures are rarely caused by a lack of investigations.

They're caused by investigations that stop too early.

THE CHALLENGE

Why Investigations Fail

WHAT HAPPENS

Different sites use different investigation methods.

THE CONSEQUENCE

Findings become inconsistent and impossible to compare.

WHAT HAPPENS

Investigations focus on immediate causes.

THE CONSEQUENCE

Symptoms are corrected.

Root causes remain.

The problem returns.

WHAT HAPPENS

Evidence lives in emails, folders, and spreadsheets.

THE CONSEQUENCE

Investigations become difficult to defend during audits and reviews.

WHAT HAPPENS

Recommendations are tracked separately from findings.

THE CONSEQUENCE

Actions lose connection to the original cause.

Accountability weakens.

HOW SOAPBOX.CLOUD™ SOLVES IT

One Investigation Framework Across the Enterprise

The RCA Engine creates consistency, traceability, and accountability across every investigation.

01 — Launch From Any Source

- Incidents
- Near Misses
- Audits
- CAPAs
- NCRs
- Inspections
- Risks

02 — Analyse Using Proven Methods

- 5 Whys
- Fishbone / Ishikawa
- Barrier Analysis
- Fault Tree Analysis
- Cause Tree Analysis
- Timeline Analysis

03 — Validate With Evidence

- Documents
- Photos
- Videos
- Interviews
- Investigation observations
- Supporting records

04 — Resolve Through Action

- CAPA generation
- Recommendation tracking
- Approval workflows
- Effectiveness verification

WHAT MAKES SOAPBOX.CLOUD™ DIFFERENT

Most organizations investigate in silos.

SOAPBOX.CLOUD™ provides one RCA Engine for the entire operation.

Incident

Near Miss

Audit Finding

NCR

Inspection

↓

RCA Engine

↓

CAPA

↓

Verification

↓

Prevention

One methodology.

One governance model.

One enterprise investigation framework.

KEY CAPABILITIES

Central RCA Workspace — Unified investigation environment across modules

Multi-Method RCA — 5 Whys, Fishbone, Barrier Analysis, Fault Tree, Cause Tree, Timeline

Source Record Integration — Launch investigations directly from operational records

Evidence Management — Centralized evidence collection and review

Investigation Team Management — Assign investigators, SMEs, reviewers, and approvers

Findings & Hypotheses — Structured cause identification process

Root Cause Statements — Cause-event-impact logic

CAPA Linkage — Convert recommendations into actions

Approval Workflow — Controlled review and closure process

Effectiveness Planning — Verify corrective actions addressed root causes

RCA Knowledge Base — Reusable templates, methods, and cause libraries

Audit Trail — Full traceability across investigations

WHO USES THIS

Investigators

Apply consistent methodologies across investigations.

HSE Teams

Improve investigation quality across sites.

Quality Teams

Standardize root cause analysis processes.

Reviewers & Approvers

Validate evidence, findings, and recommendations.

Leadership

Identify recurring systemic failures and prevention opportunities.

MEASURABLE OUTCOMES

Better Investigation Quality

Across every site and department.

Reduced Repeat Failures

Through stronger root cause identification.

Greater Accountability

Across investigations and actions.

Improved Audit Defensibility

With complete evidence traceability.

Stronger Organizational Learning

From every investigation performed.

RELATED MODULES

Near-Miss Reporting

Incident Management

CAPA Management

Audit Management

Risk Management

FINAL CTA

Most organizations fix what happened.

The best organizations fix why it happened.

Identify true causes.

Prevent recurrence.

Strengthen operational resilience.