

From Scattered Tools and Siloed Mills *To One Platform and 400 Users.*

How CMC unified RCA across steel mills from Arizona to New Jersey — replacing a mix of **Access databases, Excel, and Word** with one platform their technicians chose themselves, and onboarding **400+ users in year one** without a mandate.

Scattered tools. Siloed mills.

One easy solution.



INDUSTRY
Steel Manufacturing

LOCATION
Mills across the USA

USERS ONBOARDED
400+ in Year One

RCA METHODS IN USE
5-Why, Fishbone, PROACT

THE CHALLENGE

At CMC, steel mills from Arizona to New Jersey were each running RCA differently — Access databases, Excel, Word, PowerPoint, or nothing at all. No consistent method, no way to track action items, and no cross-site visibility into whether the same failures were recurring elsewhere.

"We quickly realized we needed a tool that could manage our RCAs — something we could use across the board to streamline our processes."

— Brandy Heath, Continuous Improvement Manager

WHY EASYRCA

CMC didn't pick the software — their technicians did. Greg and Brandy ran a structured evaluation, trialed multiple platforms, and handed the final decision to field users. EasyRCA won on ease of use, the visual logic tree, mobile capability, action item tracking, and automated report output.

"It wasn't Brandy and I choosing it for us. Our folks who were using the software were the decision makers. It was a tool they chose as the best option."

— Greg Evans, OpEx Manager, Maintenance Reliability

HOW THEY ROLLED IT OUT

Two power users per site came to an in-person training in Alabama, then became site ambassadors. Lesson learned: make sure those users are actually going to use the software — not just someone filling a seat. CMC also invested in full RCA methodology training, filling three classrooms with people pulled from mills across the country.

RESULTS AFTER YEAR ONE

- **400+ users onboarded** — reliability, safety, operations, and IT, all within year one
- **All three methods in active use** — 5-Why, fishbone, and full PROACT logic tree for complex events
- **AI accelerating live investigations** — helped a new process engineer surface causes and drive team discussion in real time

FEATURES IN USE

- ✓ **PROACT Logic Tree**
Full hypothesis-based analysis for complex failures
- ✓ **5-Why & Fishbone**
Lighter methods for faster, simpler investigations
- ✓ **AI-Assisted Analysis**
Surfaces potential causes; helps drive team discussion
- ✓ **Action Center**
Task assignment and completion tracking per RCA
- ✓ **Report Builder**
Report assembles automatically as analysis progresses
- ✓ **Mobile Functionality**
Investigations started and updated from the floor

WHAT SPREAD IT

No mandate. Technicians talked at shift turnover, and safety and IT teams came asking to be onboarded. 400+ users in 1 year.

THEIR ADVICE

"Trial it — have end users enter test RCAs and it speaks for itself. And don't skimp on the training. It gives you the foundation not just to use the software, but to actually do root cause investigations."

Greg Evans

OpEx Manager, Maintenance Reliability, CMC

Brandy Heath

Continuous Improvement Manager, CMC

LEARN MORE

[EasyRCA.com/CMC](https://www.easyrca.com/CMC)