

# From Two-Tool Workaround *to Enterprise RCA Excellence.*

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How International Paper eliminated **muddled systems that kept engineers from deep RCA**, brought Reliability, HSE, and OpEx onto one platform, and started finding **root causes they'd never reached before** — without a mandate.

# From Two-Tool Workaround to Enterprise RCA Excellence

INDUSTRY  
Pulp & Paper

LOCATION  
Global Enterprise

PREVIOUS RCA PROCESS  
Visio / PowerPoint + Excel

DEPARTMENTS  
Reliability, HSE, OpEx

## THE CHALLENGE

International Paper knew the value of using the logic tree for root cause analysis. What they didn't have was tooling that made it practical. Engineers were splitting every analysis across two programs — Visio or PowerPoint for the logic tree, Excel for evidence — and the friction was real enough that most simply opted out. The result: shallow analyses, unresolved failures, and systemic root causes that never surfaced.

*"They would tell me 'I'm not going to use the logic tree because I've got to do all this other work and I don't have the time.'"*

— Scott Welbold, RCFA Subject Matter Expert, International Paper

## WHY THE METHOD MATTERS

Five-whys assumes a single linear cause. The logic tree doesn't. IP wanted teams to surface every failure path — physical causes, human causes, systemic causes — and prove or disprove each one with evidence. The difference in depth would have meaningful impact. Once engineers at IP started using it, they found root causes they'd never have reached with their old approach.

*"I started training people on the logic tree and they started finding a lot more root causes — not a little bit. A lot."*

— Scott Welbold, RCFA Subject Matter Expert, International Paper

## WHY EASYRCA

EasyRCA put the logic tree, evidence, tasks, and corrective actions in one place. The friction was gone. Teams that had never run a structured RCA started using the process on safety incidents, environmental events, and operational problems — not just equipment failures.

## WHAT THEY'RE SEEING

- **Deeper analyses** — teams finding systemic root causes they say they never would have reached with previous tools
- **Faster completion** — time lost switching between programs eliminated; analyses done quicker
- **Broader adoption** — Reliability, HSE, and OpEx all using EasyRCA without a mandate
- **AI Summary of Findings** — auto-generated write-ups cut report time; engineers edit rather than write from scratch

## FEATURES IN USE

- ✓ **Logic Tree Builder**  
Hypothesis-driven analysis in a single tool
- ✓ **Evidence Management**  
Photos, notes, and data attached to each node
- ✓ **Verification Tasks**  
Assigned in-analysis; email notification on save
- ✓ **Corrective Action Tracking**  
Actions tied to identified systemic roots
- ✓ **AI Summary of Findings**  
Auto-generates summary; engineer edits, not writes

## WHAT DROVE ADOPTION

No mandate. Once engineers used it and saw how much more they were finding, word spread on its own. Reliability, HSE, and OpEx all came asking.

## SCOTT'S ADVICE

*"Clearly show your current roadblocks and how the tool removes them. Have an execution plan. Then sit back and let the results speak for themselves."*

**Scott Welbold**

RCFA Subject Matter Expert, International Paper

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