Root Causes

A **Root Cause** is the **reason a Non-Conformance** has had to been raised this is filled in after the **Corrective Action** and **describes what occurred** for this **Non-Conformance to be raised**.

E.g: If the **Non-Conformance** is "**Door was left open overnight**" the **corrective action** could be to "**You have a sign out before leaving**"and the **Root Cause** would be "**Someone left the door open and unlocked**".

Using the **Template settings** you are able to have **multiple root causes** attached to a Corrective Action.

In order to enable this follow these steps:

1. Navigate to **Templates**
2. Select a **Template** you wish to enable this on.
3. Navigate to **Template Settings** > **NCs**.
4. **Scroll** to the Bottom to see the **Root Cause** section.
5. Enter in the **number** of **Root Cause** you wish to have, if you wish to have **none** then simply enter "**0**".
6. Select "**Update Template Settings**".

Now once you go to **manage** a **Non-Conformance** raised on that Audit you will have that **number of Root Causes** text boxes.