



# PROACT®

## Logic Tree Knowledge Management Templates

Solving Problems Through Shared  
Knowledge & Experiences

### The PROACT® Logic Tree Knowledge Management Templates

#### Frequently Asked Questions (FAQ):

1. **What are the Templates?** The Templates are individual logic trees that can be searched and called upon for use in the PROACT RCA software program. Essentially these are experience templates aggregated from over 800 field investigations. The individual analyses have been combed through to alleviate redundancies, ensure accurate cause-and-effect logic and to be developed in such a fashion that makes them conducive to being searched in a very easy, disciplined and logical manner.
2. **How many Templates are there?** There are currently about 198 templates of varying breadth and depth to accommodate making them manageable when used in an analysis. At a high level; there are 102 mechanical templates, 71 electrical/electronic templates and 25 human error/human performance templates.
3. **How do the Templates help during an analysis?** The analysis team is encouraged to first conduct their investigation utilizing the knowledge of their team members. After all hypotheses have been exhausted from the team, then the Templates can be searched using “key word searches” to see if there are other suggestions from past analyses that our team may not have thought of. When such hypotheses are brought to the team’s attention it often sparks new paths of thought (logic) and can lead to “AHA!” moments because a paradigm might have been broken.
4. **How do I learn to use the Templates?** RCI requires that anyone purchasing the Templates attend a 1-day training class on the proper use and navigation of the Templates to conduct a root cause analysis. This class will be taught by qualified RCI instructors and/or partners only. This class is required or RCI will not sell the Templates. RCI is more interested in the Templates helping RCA teams produce quantifiable results than just selling “pick list” options to speed up the completion of an incomplete RCA. Oftentimes when people do not know how to use a product, they abuse it and then scrap it saying it was too hard to use. RCI does not want to get a bad reputation in the marketplace because users simply did not

understand how to properly use the Templates.

5. **Why use Templates at all?** To capitalize on past experience and leverage it on future analyses. When used properly, having access to such large volumes of specific past experience can increase the efficiency, effectiveness and accuracy of the analysis. Using the PROACT Templates allows organizations to also gain input from people outside of their organization and industry. This is often not possible when trying to solve problems strictly with team members who are likely too close to the failure details themselves to be objective. Having an injection of outside objectivity can certainly help any analysis.
6. **Are ALL the possibilities listed in the Templates?** No. Templates should not be viewed as a panacea containing all of the potential answers to a question. That will never exist because of all the variables in our respective equipment, processes and personnel. Again, when properly used, the Templates are NOT intended to expense learning (by perceiving that answers are being given) but they ARE intended to expand on current knowledge of the RCA team.
7. **How are the Templates maintained?** An annual maintenance agreement will NOT be available for the current, initial set of PROACT<sup>®</sup> Logic Tree Knowledge Management Templates. This is an intentional effort to remove the barriers to getting the Templates in the hands of the analysts ASAP.
8. **Will there be more Templates forthcoming?** Absolutely. Reliability Center, Inc. (RCI) plans on continuing our Research & Development (R&D) efforts towards providing additional series of templates with even more breadth, depth and enhanced features. When subsequent Templates are ready for release RCI will offer an annual maintenance agreement that will entitle purchasers in good standing to all future releases and upgrades.
9. **Can the Templates be used in any other software program?** No. The only place that these Templates can be purchased is from Reliability Center, Inc. The only place the Templates can be used is with RCI's PROACT<sup>®</sup> Suite or Meridium's PROACT<sup>®</sup> for Meridium Module of their APM Suite. While the search routines/interfaces are different (means) between PROACT<sup>®</sup> and PROACT<sup>®</sup> for Meridium, the ends of attaining similar results are essentially the same.
10. **How does the Template Licensing work?** The same as the original licensing agreement purchases. If a 15-concurrent user license limit was purchased from RCI for their PROACT<sup>®</sup> Suite, then the same applies for the use of the Templates. If a site license was purchased from Meridium for PROACT<sup>®</sup> for Meridium, then the same user limitations apply as under the original license purchased.