Hi, my name is Root Cause Analysis. Have we met?

CMMI® Technology Conference
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Don’t Repeat the Same Mistakes
Understand the Problem
Create a Good Problem Description
Example: Late to Work
Problem Description

Joe usually arrives to work between 7:45 and 8:05. Joe showed up at 8:20 on Wednesday November 18, 2009.
Gather the Data
Recommendation: Ishikawa
The Five Ms

Causes

Man  Machine  Method

Material  Management

Problem (Effect)
Ishikawa: Jack late for work

Cause

- Equipment
- Process
- People

Effect

- Materials
- Environment
- Management
Don’t Make Assumptions
Enough Information?
Late to Work: Research the Issue
ID Root Cause & Resolve
Five Whys

Problem

Root Cause

Why?

No

Yes

Create Action Plan
Causal Tree Diagram

Late to Work

Why?

Issue at home

Why?

Child was sick

Why?

Traffic

Gas

Road work

Accident

Got lost

Delayed on the road

Why?

Alarm didn’t go off

No alarm

Hung over

Went to bed too late

Got up late

Why?

Rely on other transportation

Why?

Car pool

Train

Walk

Other

Why?

Bus

Bike

Why?

Car late

Why?

Traffic

Stopped for food

Car trouble

Branch applies to each box on this branch
Watch Out for Pitfalls
Symptoms Can Be Misleading
Fix It!
Measure Results: Is Problem Resolved?
Repeating the same problems?
Identify & Solve the REAL Problem
It is Time for Root Cause Analysis
Questions?

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