

Root cause analysis

□ What is it

- This analytical technique is intended to get to the root cause of a problem by asking 'why' or 'what caused this several times.
- Each question seeks a deeper understanding until the asker discovers the root issue.

□□ Key Benefits / Why is this important

- Industry research has multiple case studies of organisations misinterpreting what is problem is actually worth solving. Symptoms associated to the problem are far easier to observe and capture. Addressing the symptom typically results in lower value outcomes.
- Focused on using the power of 'why'. It does not mean that the research facts presented are incorrect, but a user's perception of the problem may not accurately describe the true underlying problem.
- This practice directly supports a key principle of outcome based ways of working, by forcing the team to spend more time exploring the problem before rushing to think about potential solutions.

□□ Techniques supporting this practice

- 5 Whys
- Problem definition
- User interviews

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