CREATE A CONTROL IMPACT MATRIX

TOPIC: CONTROL IMPACT MATRIX

CONTROL IMPACT MATRIX EXAMPLE

Control \ Impact	High	Medium	Low
In Control	• Job Knowledge • Disciplinary Issue • Feedback not given to representatives • Governance Issue • Processes not standardized • Procedures not defined correctly • Attrition (Employee Turnover)	• Supervision Issue • Training Issue	• Keyboard issue • System Issue • Phone issue
Out of Control	• Absenteeism due to political unrest • Sudden shutdown of systems	• Cannot Open File • Scanning Issue • Cannot read customer handwriting	• Extreme surge in volume

STEPS TO CREATE A CONTROL IMPACT MATRIX

1. **ASSEMBLE A FOCUS GROUP DISCUSSION WITH SUBJECT MATTER EXPERTS**

2. **LIST ALL TRIVIAL MANY ROOT-CAUSES IDENTIFIED FROM STEP 07**

3. **CLASSIFY WHICH OF THOSE ROOT CAUSES ARE IN YOUR DIRECT CONTROL FOR ACTION IMPLEMENTATION AND WHICH ARE OUT OF CONTROL**

4. **FURTHER CLASSIFY WHICH OF THOSE ROOT CAUSES HAVE HIGH, MEDIUM OR LOW IMPACT ON THE PROBLEM (PROJECT METRIC)**

5. **BASED ON YOUR CLASSIFICATION, CREATE YOUR CONTROL IMPACT MATRIX**

6. **OUT OF THE ALL THE IDENTIFIED TRIVIAL MANY ROOT CAUSES, <u>THOSE THAT ARE CATEGORIZED / CLASSIFIED AS "IN-CONTROL" HAVING "HIGH AND/OR MEDIUM IMPACT" ARE PRIORITIZED AS CRITICAL ROOT CAUSES</u>**