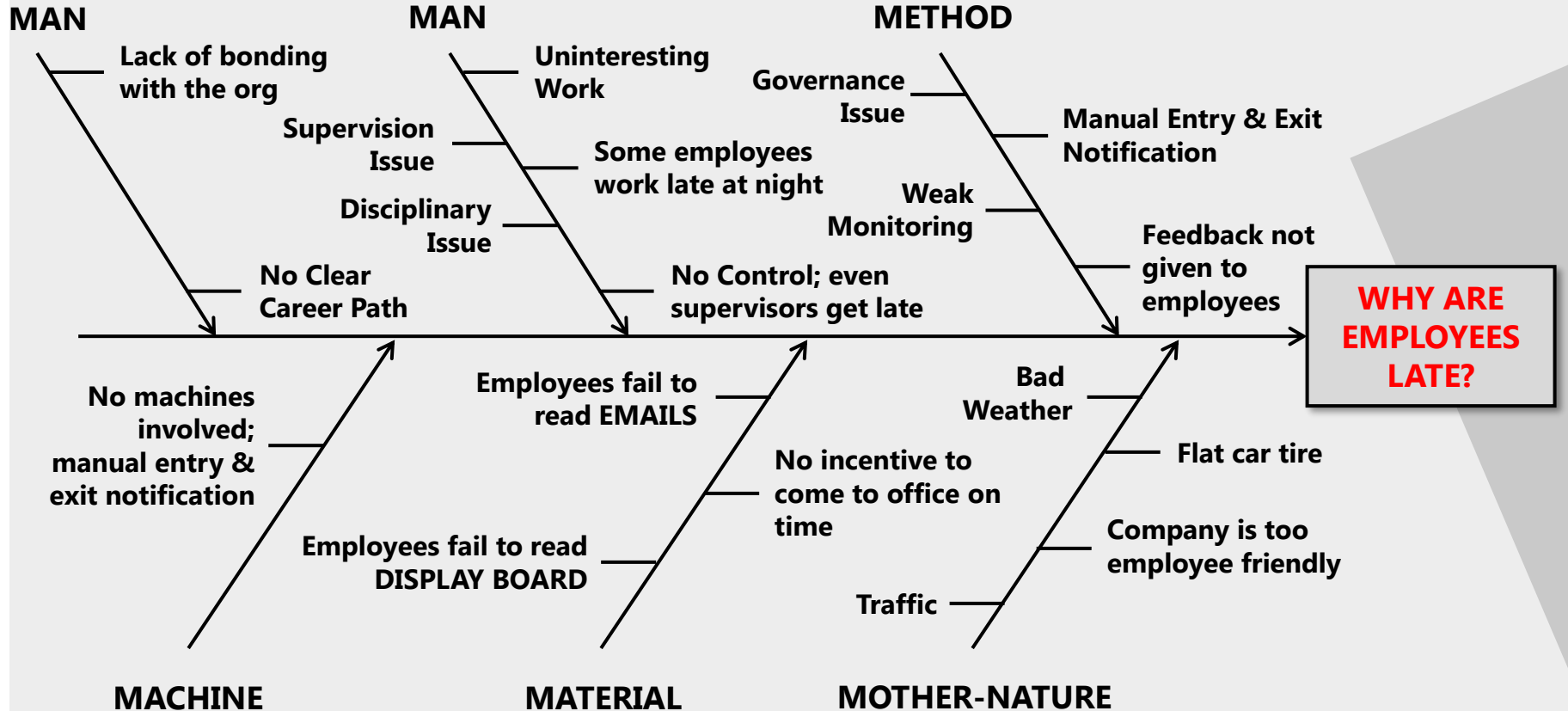# ACTIVITY SOLUTION: CREATE A CONTROL IMPACT MATRIX

GUIDELINES:

IN THE PREVIOUS STEP, YOU HAD HELPED MATRIX CORP. IDENTIFY THE TRIVIAL MANY ROOT CAUSES USING TOOLS SUCH AS REVIEW OF PROCESS MAPS, BRAINSTORMING, FISHBONE DIAGRAM & 5 WHY ANALYSIS

IDENTIFY THE CRITICAL ROOT CAUSES USING THE CONTROL IMPACT MATRIX

RECALL: FISHBONE DIAGRAM

MAN
- Lack of bonding with the org
- No Clear Career Path

MAN
- Uninteresting Work
- Supervision Issue
- Some employees work late at night
- Disciplinary Issue
- No Control; even supervisors get late

METHOD
- Governance Issue
- Manual Entry & Exit Notification
- Weak Monitoring
- Feedback not given to employees

WHY ARE EMPLOYEES LATE?

MACHINE
- No machines involved; manual entry & exit notification

MATERIAL
- Employees fail to read EMAILS
- Employees fail to read DISPLAY BOARD
- No incentive to come to office on time

MOTHER-NATURE
- Bad Weather
- Flat car tire
- Company is too employee friendly
- Traffic

RECALL: 5 WHY ANALYSIS (PART 01)

1   **Why are employees late?**   **Because there are Disciplinary issues**

2   **Where are there disciplinary issues?**   **Because there's lack of bonding with work**

3   **Why is there lack of bonding with work?**   **Because work is uninteresting**

4   **Why is work uninteresting?**   **Because there's no incentive to come to office on-time**

5   **Why is there no incentive to come to office on-time?**   **Because the incentive policy was last updated in 2002; has not been revised since then**

RECALL: 5 WHY ANALYSIS (PART 02)

1 — **Why are employees late?**   **Because there are Disciplinary issues**

2 — **Where are there disciplinary issues?**   **Because there is no governance**

3 — **Why is there no governance?**   **Because even supervisors get late**

4 — **Why do even supervisors get late?**   **Because the monitoring system is weak**

5 — **Why is the monitoring system weak?**   **Because of manual entry & exit notification (there is no swipe card entry nor biometrics)**

CONTROL IMPACT MATRIX TEMPLATE

Control \ Impact	High	Medium	Low
In Control	• XXX • XXX • XXX	• XXX • XXX • XXX	• XXX • XXX • XXX
Out of Control	• XXX • XXX • XXX	• XXX • XXX • XXX	• XXX • XXX • XXX

CONTROL IMPACT MATRIX (SOLUTION)

Control \ Impact	High	Medium	Low
In Control	• Lack of Bonding with the Organization • No Clear Career Path • Supervision Issue • Disciplinary Issue • Uninteresting Work • No Control; Even Supervisors are Late • Governance Issue • Weak Monitoring • Manual Entry/Exit Notification • Feedback not given to employees • No incentive to come to office on time • Employees Fail to read display board • Employees Fail to read emails	• Company is too employee friendly	• Some employees work late at night
Out of Control	• Traffic	• Bad Weather	• Flat Car Tire