

ROOT CAUSE ANALYSIS

What's a Root Cause Analysis?

- A root cause analysis is a **systematic process for identifying** the underlying causes of a problem or issue.
- It is defined as a collective term that describes a wide range of approaches, tools, and techniques used to uncover causes of problems.
- It involves **breaking down the problem into smaller parts, examining each part in detail, and identifying the root causes** that are contributing to the problem.

The easiest way to understand root cause analysis is to think about common problems.

Example -

- If we're sick and throwing up at work, we'll go to a doctor and ask them to find the root cause of our sickness.
- If our car stops working, we'll ask a mechanic to find the root cause of the problem.
- If our business is underperforming in a certain area, we'll try to find out why.

Goal of a Root Cause Analysis :

- The **first goal** of root cause analysis is to **discover the root cause** of a problem or event.
- The **second goal** is to fully **understand how to fix, compensate, or learn** from any underlying issues within the root cause.
- The **third goal** is to **apply what we learn from this analysis to systematically prevent future issues** or to repeat successes.