

Root Cause Analysis – Asking Why

Introduction

Root cause analysis is a process of asking 'why' several times until it leads you to the ultimate cause of a problem.

- **Getting to the Bottom of It**

Start by identifying a problem or challenge. Through a series of 'why' questions and 'because' answers, work your way backwards to the source. Once this source is revealed, obvious answers will present themselves.

- **Many Different Approaches**

The solution may not be to remove the root cause but to make a different change somewhere along the way.

- **Visual Representation**

Diagramming this process and presenting it visually helps you and your client to better understand the cause and effect.

Conclusion

Root cause analysis is an easy method anyone can learn and it benefits your client greatly if you teach them how to do it.