

Inixia Resource Materials: Operation Management

Root Cause Analysis

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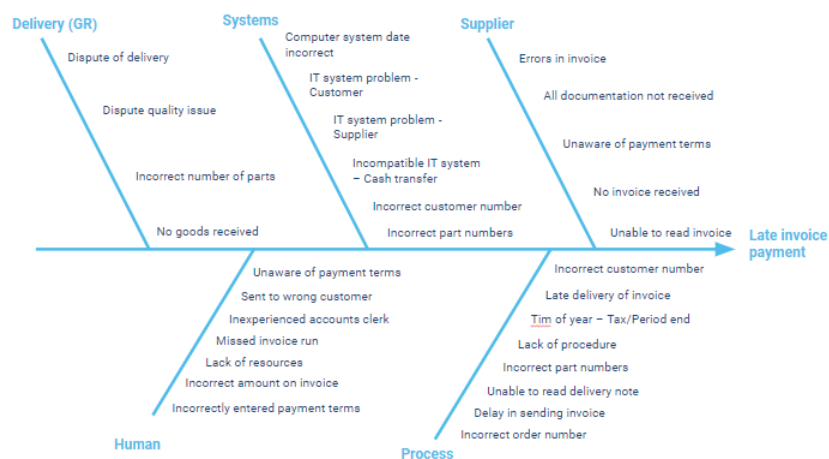
Steps in Problem Management: Structured root cause analysis

- 1 What are the common causes of the incidents?
 - Use Fish-bone Diagram
- 2 Which common causes should I focus on?
 - Use Pareto Analysis
- 3 How do I find the root cause?
 - 5 Why Analysis

The Professional GBS™ Model



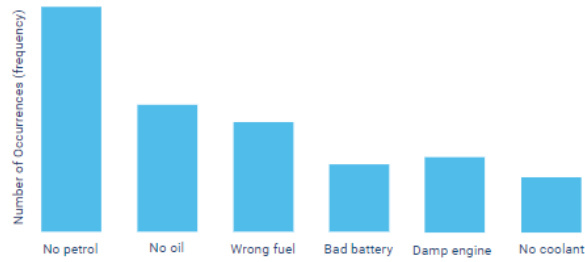
Example: Fishbone Diagram



Root Cause Analysis

Step 2: Which Common Causes should I Focus On? Pareto Chart

Example pareto chart
- Distribution Of Causes
Problem: Car won't start



A Pareto chart prioritizes potential causes of a problem. By helping you identify which of your causes are most significant, so you can focus efforts on areas where the largest gains can be made.

Step 3: How do I find the root cause? 5 Why Analysis

Keep asking "Why" (usually five times) to ensure that the root cause(s) to the effects are fully understood. The reasoning is that the result of each time the "Why" is asked gives a different answer, in essence peeling back the onion:

First Why	Symptom
Second Why	Excuse
Third Why	Blame
Fourth Why	Cause
Fifth Why	Root Cause