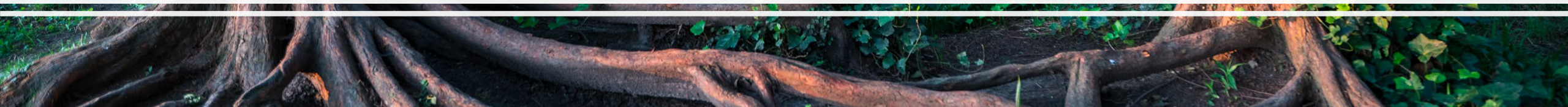


# Root Cause Analysis





# What is Root Cause Analysis?



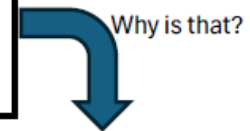




Define the Problem:

Why is this Happening??

1)



2)



3)



4)



5)









4<sup>th</sup> of July



Define the Problem:

Daughter is very upset with life right now

Why is this Happening??

1)

She is upset that she can't play a game

Why is that?

2)

I said no - she's exhausted

Why is that?

3)

She didn't sleep well

Why is that?

4)

Neighbors were setting off fireworks and woke her up

Why is that?

5)

4<sup>th</sup> of July

**Mitigation!**





**Bring Others In!**





Define the Problem:

Office hours aren't being attended

Why is this Happening??

1)

**Lazy!!**

Why is that?

2)

**They**

Why is that?

3)

**Don't**

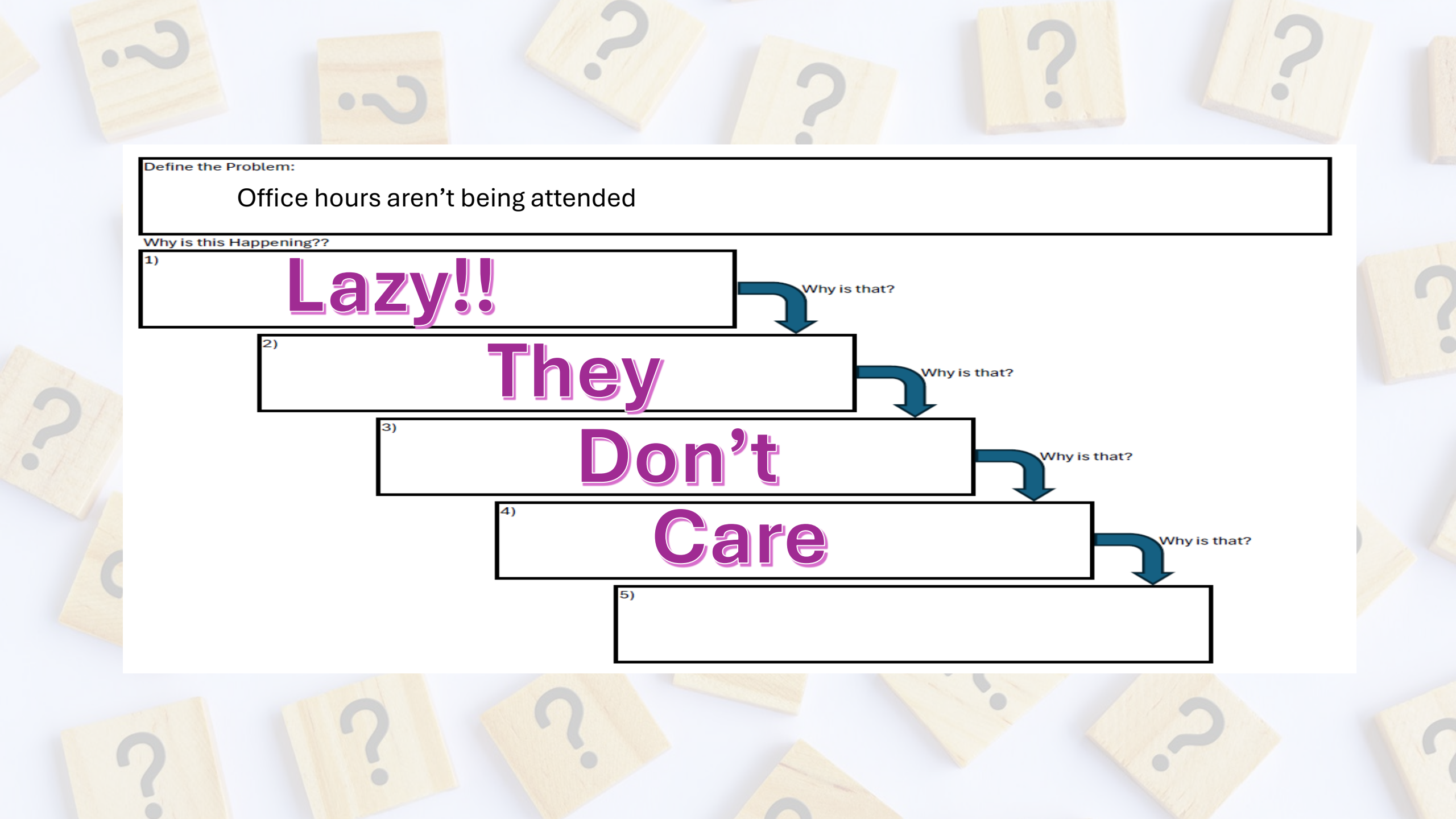
Why is that?

4)

**Care**

Why is that?

5)





# What now?





# REFRAMING THE THOUGHT

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Problem reframing abstracted from the  
Harvard Business Journal

<https://hbr.org/2017/01/are-you-solving-the-right-problems>





Define the Problem:

There are more dogs in shelters than are being adopted each year

Why is this Happening??

1)

Too many dogs...???



2)



3)



4)



5)





Define the Problem:

About 30% of dogs that enter a shelter each year are direct owner surrenders

Why is this Happening??

1)

Owners are surrendering their dogs



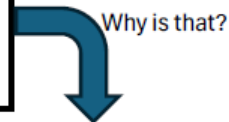
2)

They feel they have no other options



3)

They cannot care for their dog anymore



4)

They cannot afford a sudden vet bill, pet deposit, etc.



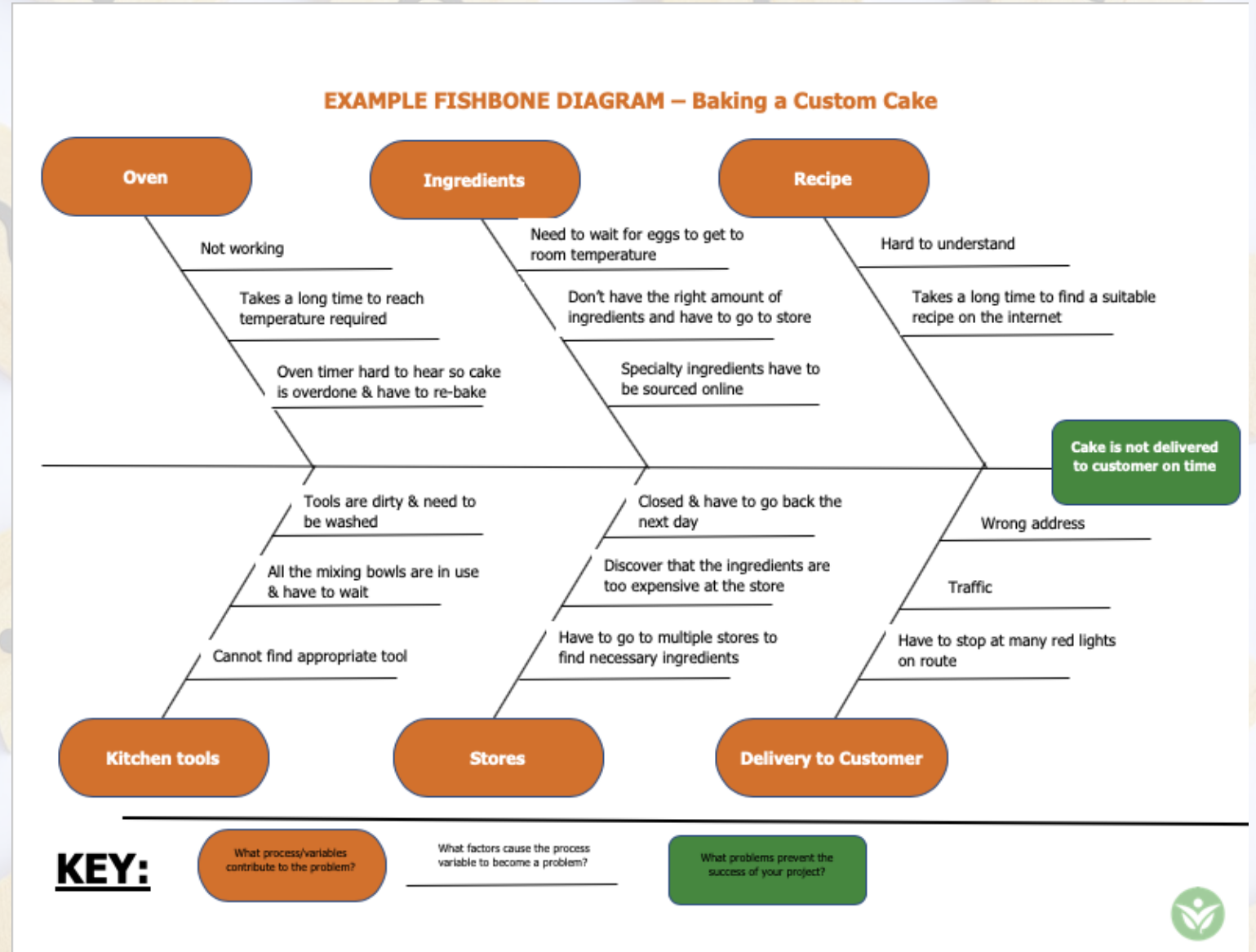
5)

There is a poverty problem



# When the “Why’s” Aren’t Enough

<https://www.seeding-success.org/fishbone-diagram>





Define the Problem:

Internal Control Officers have Questions.

Why is this Happening??

1)



2)



3)



4)



5)

