**Root Cause Analysis**

Materials -

* Fishbone Analysis
* Blank Paper

Root Cause Analysis

The 5 Whys

* Define the problem - This can be pulled from the problem statement you drafted on your Fishbone Diagram.
* Ask the first “why?”
* Continue to ask “why?”
* Know when to stop (see notes)

Notes

\*People cannot be the cause of the problem

\*If your last answer isn’t something you can control, go back to the previous answer

\*Consider answering each “why?” with Because…

Purpose

\*A root cause analysis is a structured process used to help identify underlying factors or causes of an outcome. While an outcome often feels “too multifaceted” to do anything about, identifying the root cause(s) can provide insight that is actionable.