

Hi, my name is Root Cause Analysis. Have we met?

CMMI® Technology Conference
November 2009



Don't Repeat the Same Mistakes



Understand the Problem



Create a Good Problem Description



Example: Late to Work

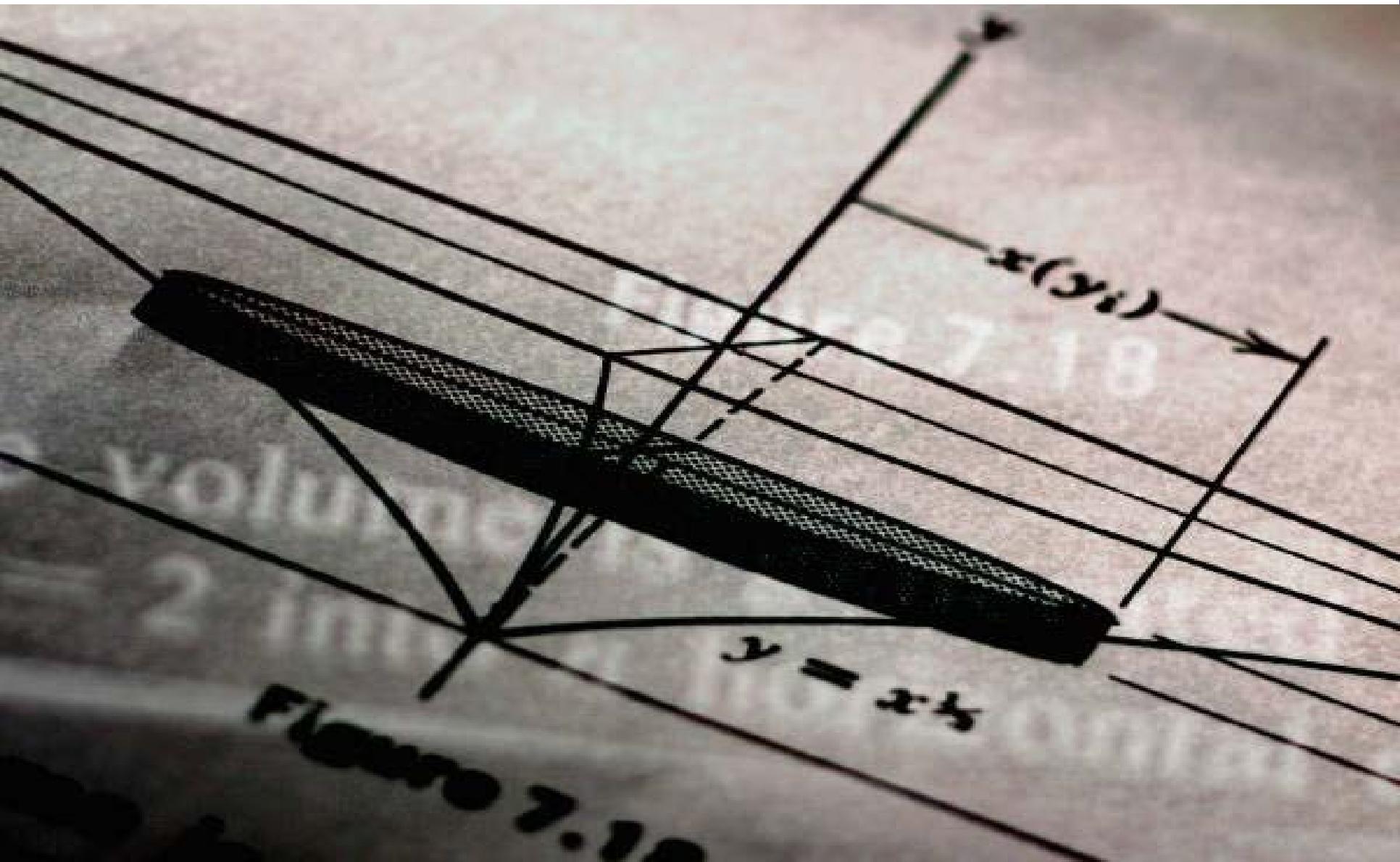


Problem Description

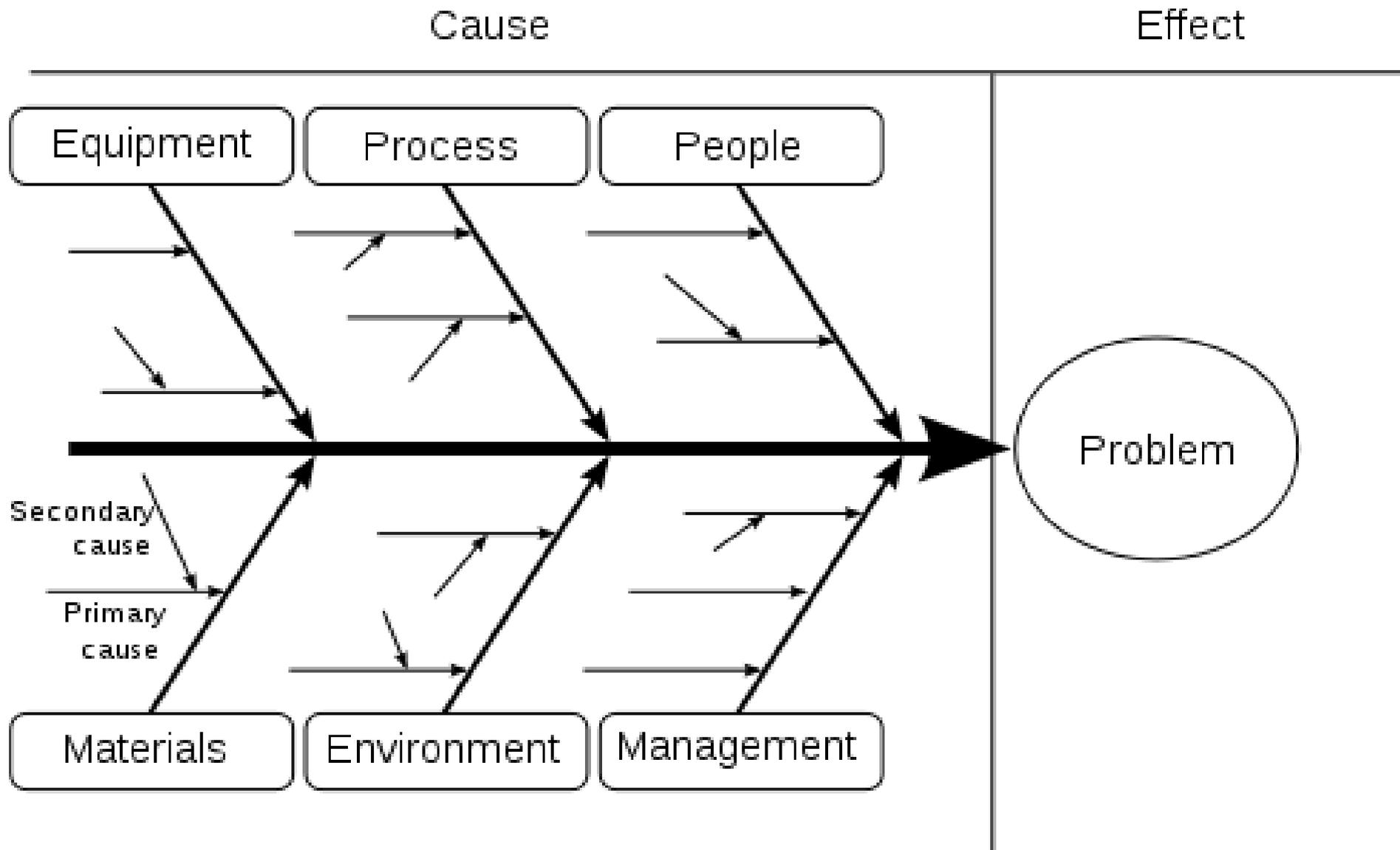
Joe usually arrives to work between 7:45 and 8:05. Joe showed up at 8:20 on Wednesday November 18, 2009.



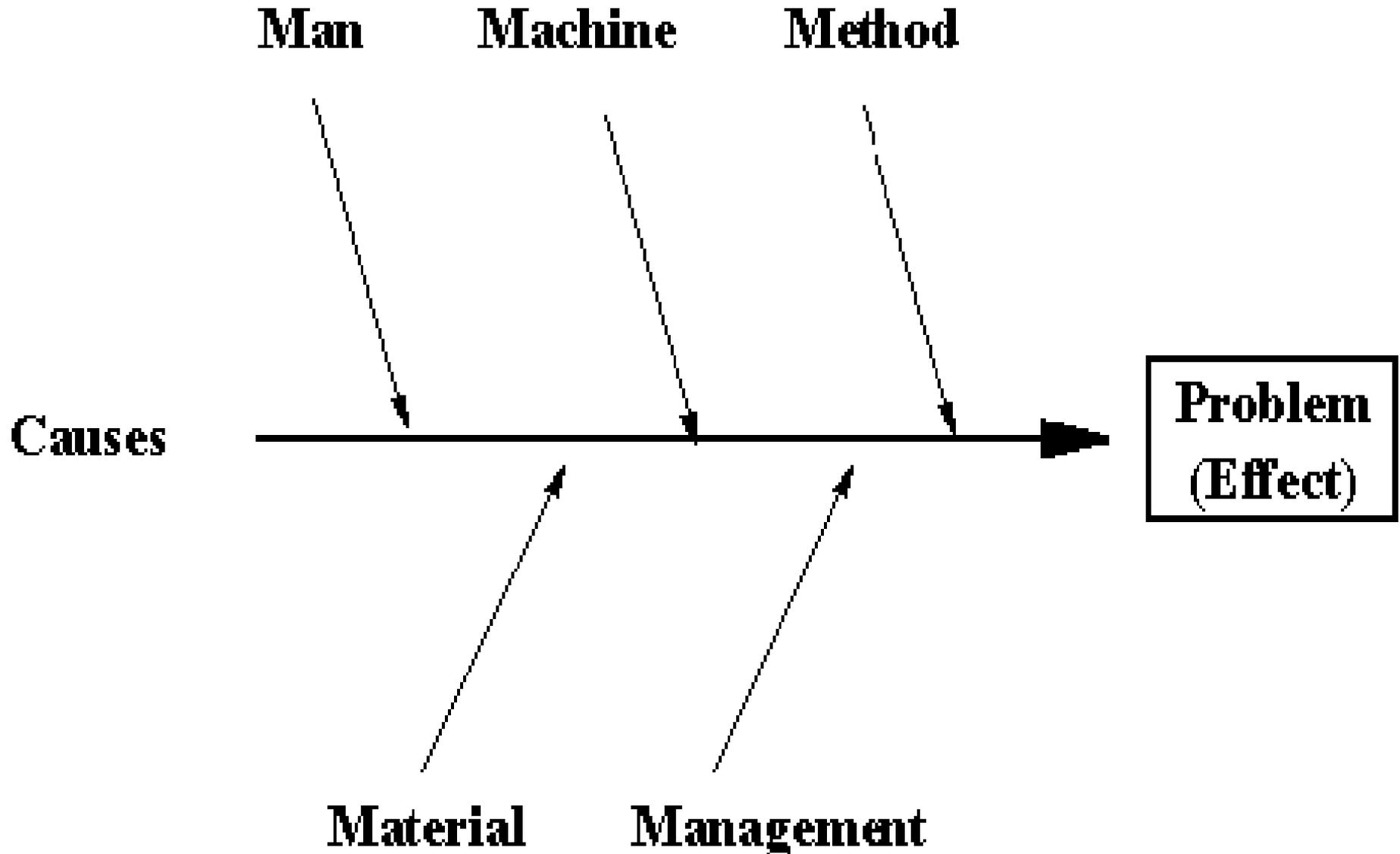
Gather the Data



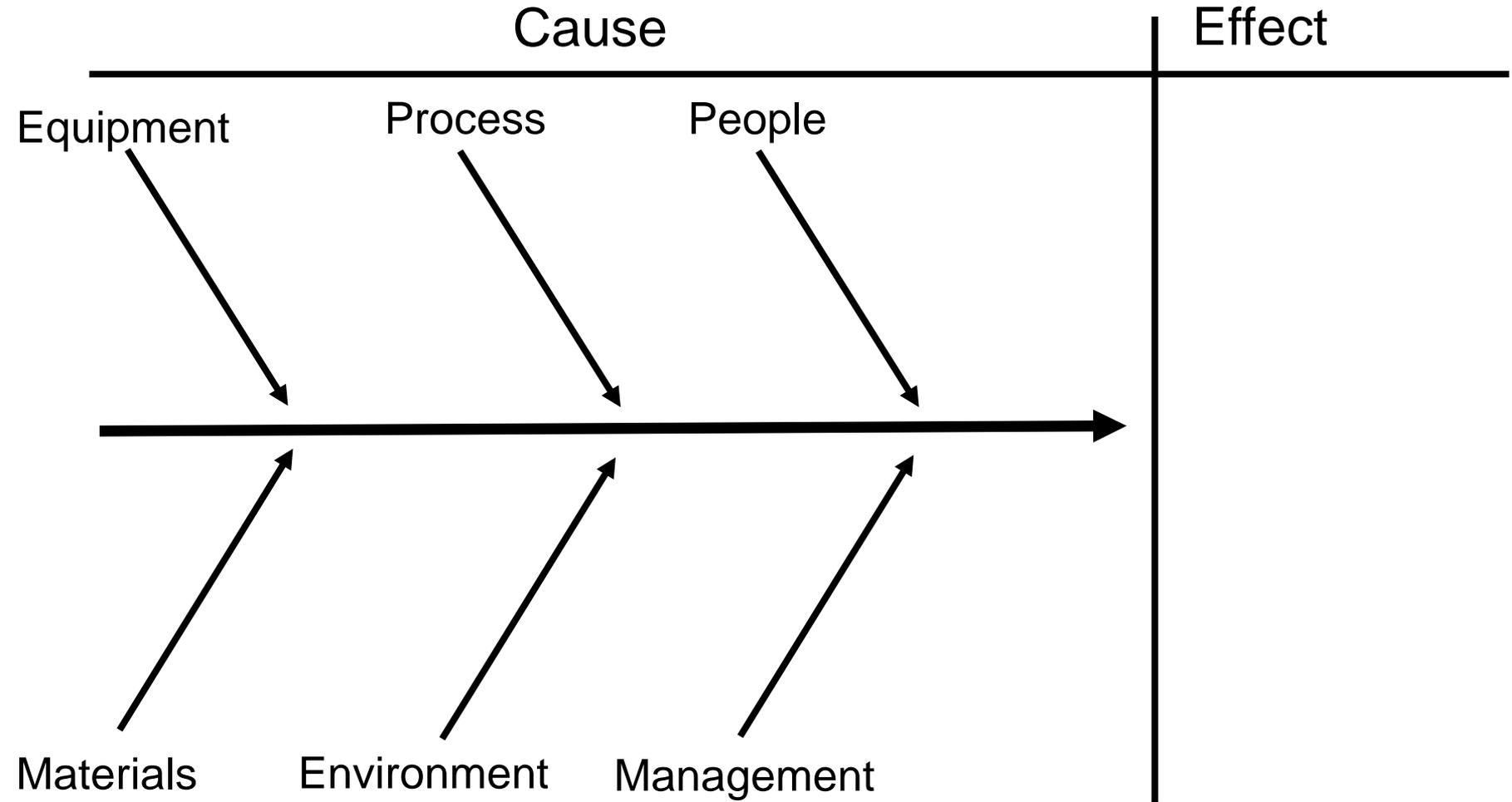
Recommendation: Ishikawa



The Five Ms



Ishikawa: Jack late for work



Don't Make Assumptions



Enough Information?



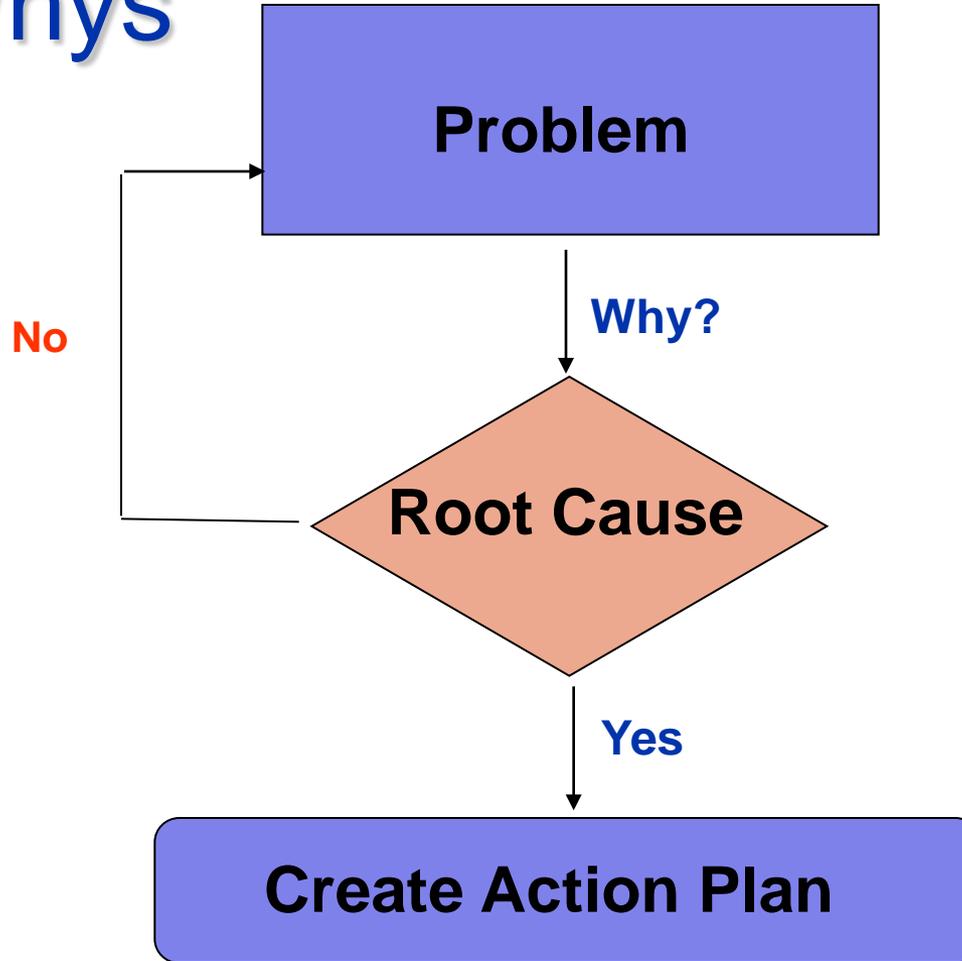
Late to Work: Research the Issue



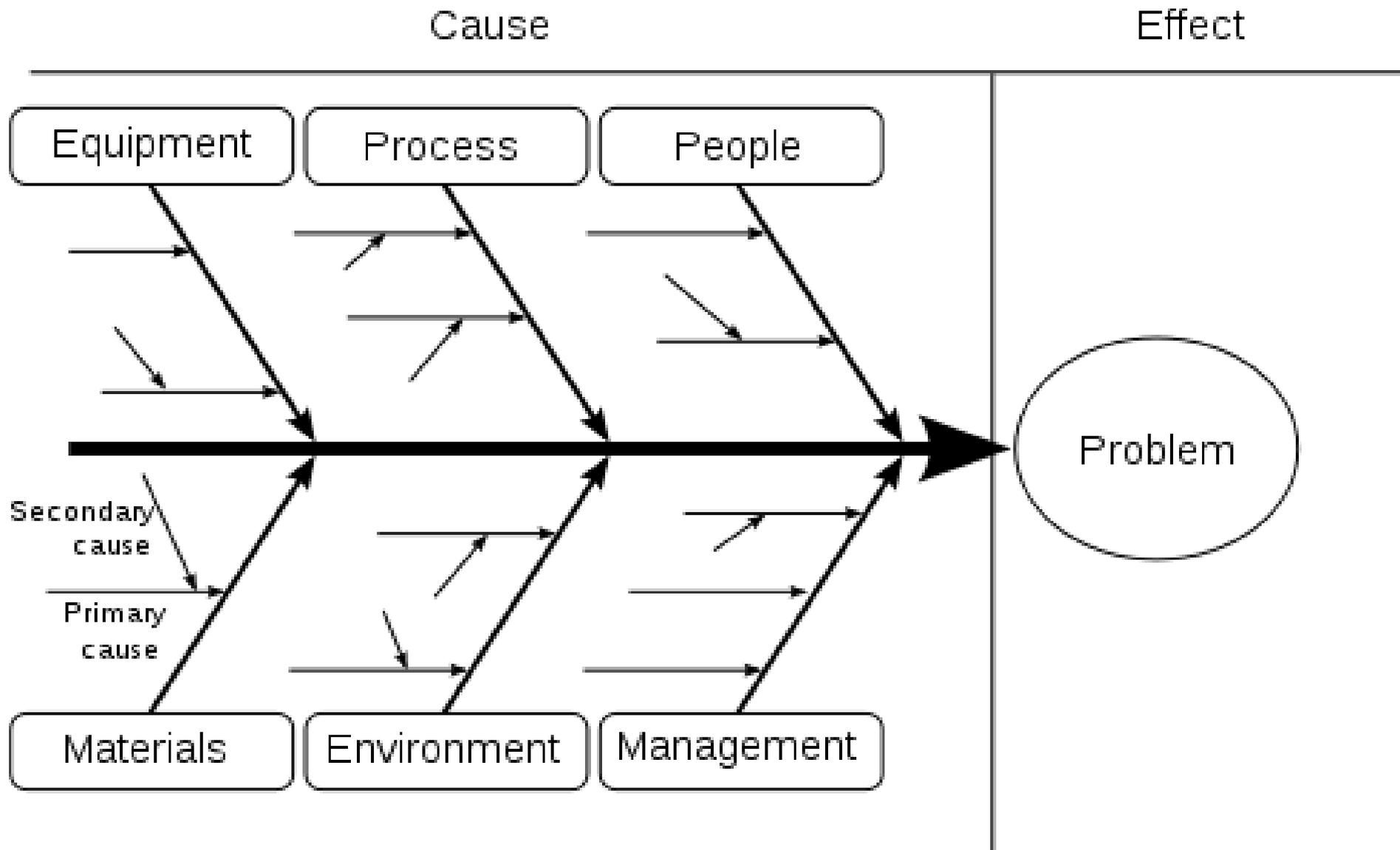
ID Root Cause & Resolve



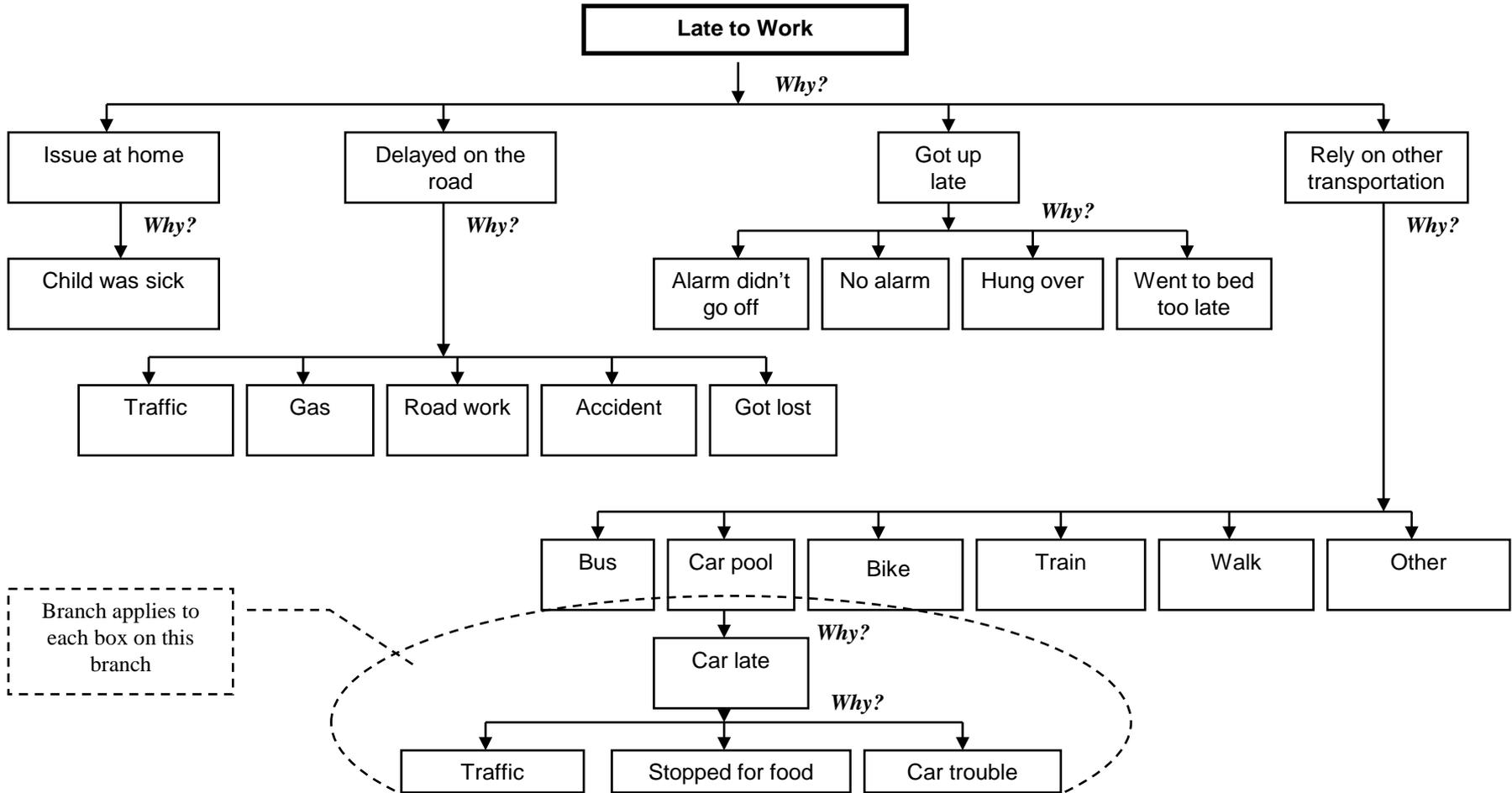
Five Whys



Ishikawa/Fishbone



Causal Tree Diagram



Watch Out for Pitfalls



Symptoms Can Be Misleading



Fix It!



Measure Results: Is Problem Resolved?



Repeating the same problems?



Identify & Solve the REAL Problem



It is Time for Root Cause Analysis



Questions?

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