PROBLEM SOLVING TRAINING

Root Cause Verification Strategy Exercise

"Discussion alone cannot eliminate troubles. Words cannot always describe facts. What is white may turn out to be black. Discussions cannot settle whether it is white or black."

-- Hitoshi Kume

"How many fixes backfire because the assumptions on which the fix was based turns out to be false?"

-- Stephen Murgatroyd & Colin Morgan

Objective:
Participants will identify methods for evaluating possible root causes to verify the impact of the cause on the problem.

Steps / Instructions:
1. Identify an exercise leader, a reporter, a scribe, and a timekeeper.
2. Review your problem statement and your fishbone diagram.
3. List one of your selected likely root causes on a flip chart.
4. Brainstorm ways that the team could verify with data whether this possible cause has an actual relationship with the problem. List ideas on the flip chart.
5. Discuss the ideas you generated and select the best idea. Circle it or highlight it for the out brief.
6. Repeat these steps with other likely root causes.
7. In the out brief, report on your likely root causes and for each one, your best idea for verifying the cause.

Deliverables:
A flip chart showing likely causes and selected verification methods.

Time to Report Out: ____________________