

Root Cause Analysis

A technique to determine the underlying cause of issues and identify where the problem originated



Example: A problem is determined that the Memorial is crumbling because of too many washes. The issue statement will be "Why is the Memorial crumbling."

ROOT CAUSE

Issue Statement:

The memorial is crumbling



Why?

Too many washings



Why?

To remove bird waste



Why?

Too many spiders



Why?

Midge population



Why?

Lights attract midges

Solution: Turn on the lights after dusk instead of before to attract fewer midges

