Example

Root Cause Analysis Methods

**Brainstorming:**

Definition: Brainstorming is a structured group process used to create as many ideas as possible in as short a time as possible, e.g., one session, and to elicit both individual and group creativity.

Structured Brainstorming: Everyone in the group gives an idea in rotation or passes until the next round.

Unstructured Brainstorming: Everyone in the group gives ideas as they come to mind.

**Five Whys:**

```
What is happening?  
↓
Why is it happening?

1. Running late.  
2. Woke up late.  
3. Alarm didn't go off.  
4. Power went out last night.  
5. Get alarm with battery backup.  
```

Problem:
Got caught speeding.
**Decision Tree:**

Root Cause Analysis Tree Diagram

- **Apparent Problem**
  - **Symptom of Problem**
    - **Possible Root Cause**
    - **Possible Root Cause**
    - **Possible Root Cause**
    - **Possible Root Cause**
  - **Symptom of Problem**
    - **Possible Root Cause**
    - **Possible Root Cause**
  - **Symptom of Problem**
    - **Possible Root Cause**
    - **Possible Root Cause**

- **Actual Root Case**

**Fishbone Diagram:**

- **People**
  - Children
  - Demotivated
  - Tired
  - Lazy
- **Method**
  - Alarm Clock
  - Waking Time
  - Route to Work
  - Distance to Work
- **Measurement**
  - Bonus
  - Clocking In
  - Incentive
  - Late for School

- **Machine**
  - Coffee Machine
  - Car
  - Train
  - Alarm Clock
- **Environment**
  - Traffic Jam
  - Fog
  - Rain
  - Holiday
- **Materials**
  - Food
  - Clothes
  - Petrol
  - Electricity

**Late for Work**
Affinity Diagram:

I want more cost transparency
- Compare flat rates, not co-pay/deductible
- Co-pay rate associated with warning
- Co-pay confusing
- No cost transparency

I feel overwhelmed
- Feel terrible reading
- Overwhelmed by number of plans
- Confusing overall system
- Minimize my time thinking about it

I think about this as little as possible
- Figure it out as go as needed
- Not aware of my choices
- Only check if <1 item important and covered
- Not googling to learn more

I want my insurance accepted everywhere
- Hard to tell where insurance is accepted
- Call to check if in network
- Compares size of drs network

Only switch when forced
- Path of least resistance when picking a plan
- Not call insurance