

Find out how you're doing in Root Cause Analysis

The ability to quickly and efficiently analyze and identify the core root causes of problems is **critical** to get ahead in today's hyper-fast environment. The best way to know if you need to improve root cause analysis results is to score yourself (or *department/division/organization*) as objectively as possible in each of the six root cause analysis success categories:

- Managing the root cause analysis process;
- Analyzing root causes of broad, situational problems;
- Analyzing and finding root causes of specific deviation problems;
- Creative problem solving;
- Selecting the best solution;
- Implementing solutions and preventing future problems.

This **Root Cause Analysis ScoreCard** is designed to help you understand exactly where you are - what's working, what's not working and where to pay the most attention to improve performance. **Score yourself from 0 to 5 for each statement (0 means "Absolutely Not"; 5 means, "Definitely Yes!")**. Just put your score in the fields provided, compile the subtotals and determine the final tally.

A Note About the ScoreCard. The areas on the ScoreCard are all action-oriented items. They are the things you need to be, do and have for effective root cause analysis. Our experience has proven that improving **any** of these areas can have a major impact on your effectiveness. The trick is knowing **what** to improve and **how** to improve it.

I) Managing the Root Cause Analysis Process	Score (0 – 5)
1. We have an established process for root cause analysis in our organization.	
2. The information necessary to analyze and find root causes of problems is readily available to all team members.	
3. When solving a problem, we focus on solving the problem completely rather than choosing the "quick fix".	
4. Root Cause Analysis and Problem Solving meetings result in clear conclusions and positive outcomes.	
5. We retain knowledge gained from past root cause analysis activities so we can apply that knowledge to future projects.	
Section I subtotal:	

II) Analyzing Root Causes of Broad, Situational Problems		Score (0 – 5)
1. We are effective at differentiating between the symptoms of a problem and the true causes.		
2. We are effective at getting to the heart of the issue, not just the beginning scenario.		
3. Problems are resolved based on facts, not opinions.		
4. Buy-in for our action plans is high.		
5. Once a problem is resolved, it does not recur.		
Section II subtotal:		

III) Solving Specific “Deviation” Problems		Score (0 – 5)
1. We are effective at deploying the right people to solve sudden problems when they occur.		
2. We are effective at collecting the facts surrounding a problem in a timely manner.		
3. Root causes are verified before time and money are spent to correct the problem.		
4. The problem analysis process is documented for future reference and benefit.		
5. We are effective at managing meetings where problems are analyzed.		
Section III subtotal:		

IV) “Creative” Problem Solving		Score (0 – 5)
1. We are okay with bending the rules now and then if it means a great idea gets implemented.		
2. After coming up with a good idea, we challenge ourselves to come up with an even better idea.		
3. We are able to see problems and challenges from various viewpoints.		
4. New ideas are welcomed and considered in this organization.		
5. We have a system for encouraging and nurturing new ideas.		
Section IV subtotal:		

V) Selecting the Best Solution		Score (0 – 5)
1. A common (uniform) decision making process for selecting solutions to problems is used by all group members.		
2. Solution criteria are established before options are considered or selected.		
3. Solution alternatives are analyzed in a consistent, fair manner.		
4. Solution risks are properly identified and evaluated.		
5. Rationale for solution recommendations is clear and understandable.		
Section V subtotal:		

VI) Implementing Solutions and Preventing Future Problems		Score (0 – 5)
1. The implementation of our corrective action plans and projects go smoothly with minimal problems and setbacks.		
2. Future problems and threats are routinely assessed to determine their seriousness and the likelihood they will happen.		
3. We prevent problems by taking proactive action ahead of time.		
4. When problems do occur, the negative effects are minimal because contingency plans are in place.		
5. In our organization, preventing problems is rewarded more than solving them when they happen.		
Section VI subtotal:		
ScoreCard total (sum of all six sections):		

SCORE	GRADE	Comments
130-150	A	You are performing at the highest level of effectiveness. What actions can you take to "lock this in" so it becomes automatic for you and your team?
110-129	B	Your score is good but could be even better. There are proven tools and tactics to get to a higher level of effectiveness. Look at areas where scores are at "3" or below to determine where to focus.
90-109	C	Your score is average. There are fundamental changes that need to be made for improvement. Chances are good that many areas need attention, so you'll need to set priorities for action.
70-89	D	Your score is well below average. There are multiple weak spots that must be addressed if you expect to improve. This scoring range typically indicates issues in problem solving skills, workgroup procedures, and the collaborative environment.
<70	F	Major barriers exist that prevent any acceptable performance. These obstacles need to be identified and acted on immediately.