Problems Reveal Where Work Processes Broke Down
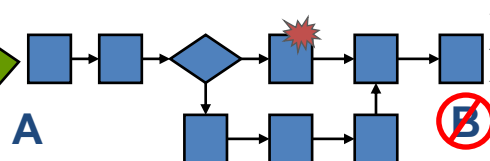
Two Skills

Process

Task, Job

Failure, Error, Defect, Complaint, Injury, Outage, Release

∑ **Institutional Knowledge**

Lessons learned become best practices.

A

B

The work process defines how the organization would like to conduct its business every day.

Problem

Investigation, Root Cause Analysis

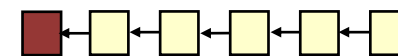1. Problem
2. Analysis
3. Solutions

Start simple – 5-Why → Expand as needed
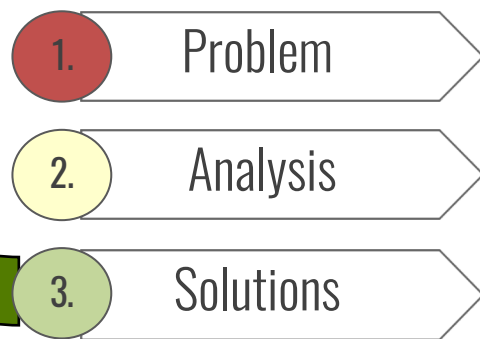
Solutions

Same
Repair, replace in-kind, respond, restore

Different
Improvement, change(s) to work process
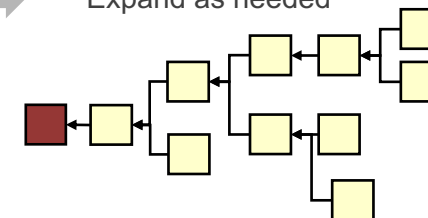
Why?

The Cause Map™ diagram is a visual explanation of why the organization didn't get the desired results from its work processes.