

Part II: Performance Analysis Tool Set (Tool 2b)

<p>Root Cause Analysis</p> <p>What is the root cause of the performance gap? List the execution deficiency here, from the Part I Execution Gap Analysis (duty or task or similar groups of tasks):</p> <p>_____</p> <p>_____</p> <p>↓ Possible Reasons for Deficiency</p>	<p>% Contribution to Root Cause of Execution Deficiency</p>
a. Incompatibility—improper job match	_____ %
b. Performer’s inability to perform job or task (knowledge, skill, expertise, competence)	_____ %
c. Prevalence of old habits	_____ %
d. Behavior requirements inconsistent with personal beliefs, or performer’s perception of a better way	_____ %
e. Performer’s lack of confidence to perform task or job	_____ %
f. AMR – Vagueness of performer’s role, responsibilities, or performance expectations, or performer’s lack of information	_____ %
g. AMR – Performer’s perceived consequences or perceived lack of personal benefit	_____ %
h. AMR – Inadequate feedback, coaching, recognition, or support	_____ %
i. AMR – Inappropriate tools, equipment, technology, or resources available to the performer	_____ %
j. AMR – Inappropriate workload distribution or design of work space, job, tasks, policies, procedures, or processes	_____ %
k. Other (internal or external) _____	_____ %
TOTAL	100%
<p>Comments:</p>	
<p>AMR indicates Active Management Reinforcement. AMR references desired actions by the immediate supervisor and the management team closest to the performers doing the work (e through i above indicates the possibility of deficiencies in these areas as a potential root cause).</p>	