


TEMPLATE: Root Cause Analysis Matrix (Tool set 2b)
[Alternate to Root Cause Analysis tool]

| Under A, B, C, and D, list deficiencies from the Execution Gap Analysis  | Deficiencies from Execution Gap Analysis | | | |
|---|---|--------|--------|--------|
| | A | B | C | D |
| Possible Reasons for Deficiency ↓ | | | | |
| 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 lacks 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 | _____% | _____% | _____% | |
| TOTAL = 100% | _____% | _____% | _____% | _____% |
| k. Other (internal or external) _____ | _____% | _____% | _____% | _____% |
| Comments: Discussion on the rankings reveals the following: Column A - Column B - Column C - Column D - | | | | |