

| <b>TEMPLATE: Root Cause Analysis (Tool set 2b)</b>  |  |
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| <p><b>What is the root cause of the performance gap?</b><br/>List the execution deficiency here (duty or task or similar groups of tasks):</p> <p>_____</p> <p>_____</p> <p><b>↓ Possible Reasons for Deficiency</b></p>  | <p><b>% contribution to root cause of execution deficiency</b></p> |
| <p>a) Incompatibility - Improper job match</p>  |  |
| <p>b) Performer's inability to perform job or task (knowledge, skill, expertise, competence)</p>  | <p>_____ %</p>   |
| <p>c) Prevalence of old habits</p>  | <p>_____ %</p>   |
| <p>d) Behavior requirements inconsistent with personal beliefs, or performer's perception of a better way</p>   | <p>_____ %</p>   |
| <p>e) Performer lacks confidence to perform task or job</p>   | <p>_____ %</p>   |
| <p>f) AMR – Vagueness of performer's role, responsibilities, or performance expectations, or performer's lack of information</p>  | <p>_____ %</p>   |
| <p>g) AMR – Performer's perceived consequences or perceived lack of personal benefit</p>  | <p>_____ %</p>   |
| <p>h) AMR – Inadequate feedback, coaching, recognition, or support</p>  | <p>_____ %</p>   |
| <p>i) AMR – Inappropriate tools, equipment, technology, or resources available to the performer</p>   | <p>_____ %</p>   |
| <p>j) AMR - Inappropriate work load distribution or design of work space, job, tasks, policies, procedures, or processes</p>  | <p>_____ %</p>   |
| <p>k) Other (internal or external) _____</p>  | <p>_____ %</p>   |
| <p><b>TOTAL</b></p>   | <p><b>100 %</b></p>  |
| <p><b>Comments:</b></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 (f through j above indicates the possibility of deficiencies in these areas as a potential root cause).</p> |  |