How to find the near actual problem – Root cause analysis?

Root cause analysis

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We have broken this article into 2 parts
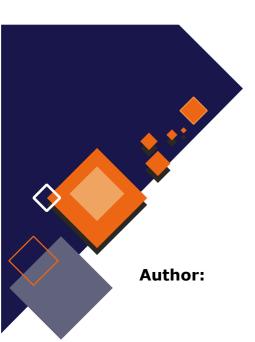- ➢ **Steps to follow**
- ➢ **Example**

Steps to follow

We could try the JOY approach

- Just note the symptoms
- Organize the causes into Physical, Perception, People and Process
- You choose the cause(s) and solve

Example

- Just note the symptoms: A project manager is seeing the project getting delayed
- Organize the causes into
    - Physical: The machines are getting old for the new software
    - Perception: The team is not motivated due to administration challenges
    - People: The right skill is not up to the mark
    - Process: The development process has not evolved
- You choose the cause(s) and solve: For example in this case the People cause was chosen and he was given help. There may be more than one cause which needs to be addressed
- So use JOY to get joy

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