



Process for Identifying Root Cause

Gather and analyze performance, perspective, and process data for themes or trends

- Identify patterns to determine strengths and weaknesses
- Prioritize concerns

Develop problem statements

- Easy to understand
- Specific

Identify possible causal factors

- Brainstorm possible factors
- Eliminate factors not within school's control

Categorize causal factors

- Develop 3- 5 categories based upon factors
- Create causal factor statement for each category

Identify causal factors as either contributing or root causes

- Analyze causal factor statements using 5 Whys, Fishbone Diagram, Circle Mapping, etc.
- Ask: Would the problem have occurred without the cause? Would the problem reoccur if the cause were corrected? The answer should be no for a root cause.

Identify solutions and create action plans

- Focus on one root cause at a time
- Consider feasibility and scope of impact on the problem