

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

<p><b>Root Cause Analysis</b></p> <p><b>What is the root cause of the performance gap?</b> 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><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’s lack of 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 workload 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 style="text-align: right;"><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 (e through i above indicates the possibility of deficiencies in these areas as a potential root cause).</p>	