

<b>TEMPLATE: Root Cause Analysis (Tool set 2b)</b>	
<p><b>What is the root cause of the performance gap?</b> 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>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>
<b>TOTAL</b>	<b>100 %</b>
<b>Comments:</b>	
<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>	