

# ROOT CAUSE ANALYSIS TOOL

This worksheet is designed to support teams in brainstorming a list of potential symptoms and root causes for problems they are facing. It supports analysis of the problem and helps teams develop a shared understanding of the problem. This tool may be used in isolation or as part of a deeper root cause analysis investigation.

## Participants

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**Roles:** Facilitator, timekeeper, and notetaker (optional)

**Group Size:** 3-5

**Time:** 20-30 minutes

## Materials

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### In-person:

- Shared notetaking: large poster paper, markers, and sticky notes
- Individual notetaking: sticky notes or paper and pen or pencils.

**Virtual:** Slide deck to share on-screen, Jamboard, Google or Teams shared docs

## Instructions for Use

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1. **Introduce** the suspected or known problem area.
2. **Invite** meeting participants to independently brainstorm a list of related problems.
3. **Share out** trees. Note similarities and key differences.
4. **Create** one shared tree that reflects group consensus.
5. **Develop** an action plan to investigate these suspected causes.
6. (Optional) **Update** your tree as you refine your understanding of the problem.

**Note:** This practice gets our mental models on the table. It does not mean we now know the root cause, but it does direct our attention towards what to probe and investigate.

## Brainstorming Space

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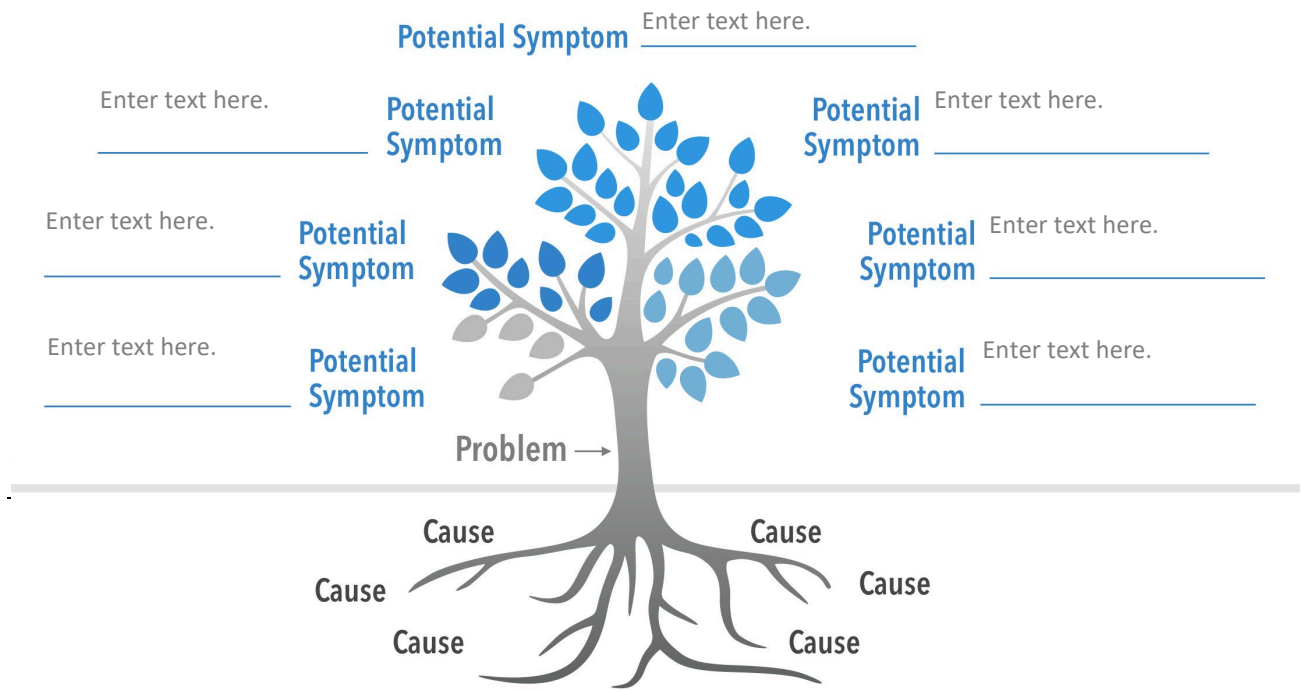
**Problem Area:** Click to enter your problem area here

*Please see page 2 to map related suspected problems or symptoms.*

## Brainstorming Space *continued*

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**Related suspected problems or symptoms:**



### Key Takeaways

1. Enter text here.
2. Enter text here.
3. Enter text here.

### Lingering Questions

1. Enter text here.
2. Enter text here.
3. Enter text here.

### Action Plan: Investigate the Problem

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2. Enter text here.
3. Enter text here.