

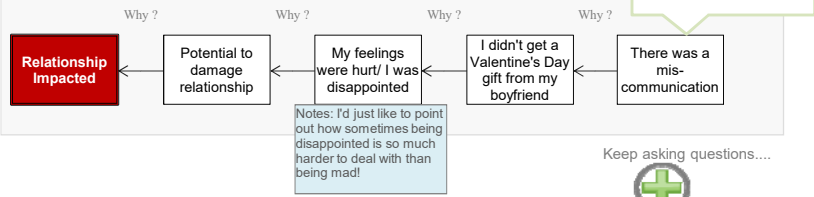
1 Problem

What	Problem(s)	Unhappy wife, unhappy everyone else
When	Date	February 14, 2005
	Time	N/A
	Different, unusual, unique	New relationship
	Task being performed	Gift exchange (or lack thereof) on Valentine's day

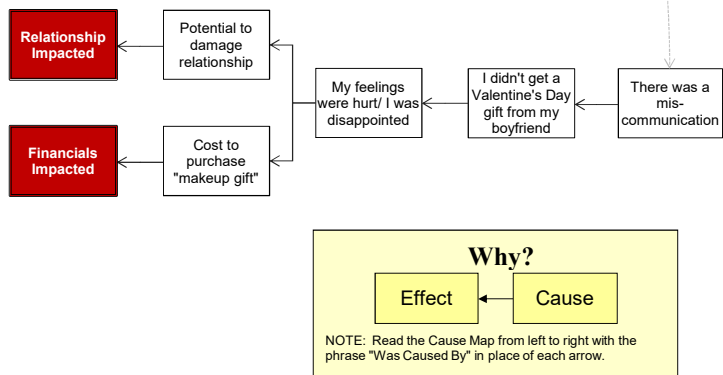
Impact to the Goals	Relationship	Potential damage
	Financial	Cost to purchase "makeup gift"
Frequency	Just once...I don't foresee it being an issue in the future (at least not for me!)	

2 Analysis

Basic Cause Map - Start with simple Why questions.



Cause Map - More Detail



MISCOMMUNICATION

Cause Map

... and Valentine's Day Blues

By identifying both perspectives on the Cause Map, we can learn a lot about why an incident occurred (and what had to happen). This yields more effective solutions that will prevent reoccurrence.

"I was asked what I wanted. My mind quickly played one romantic scene after another but that's not what came out of my mouth. Instead I replied, "nothing." Well, being the literal person he is, he took this and ran with it - he got me nothing. I was so disappointed because when I said "nothing", OF COURSE I DIDN'T MEAN IT."

- Renata Martinez, on the occasion of her first Valentine's Day with her now-husband

Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

CAUSE MAPPING

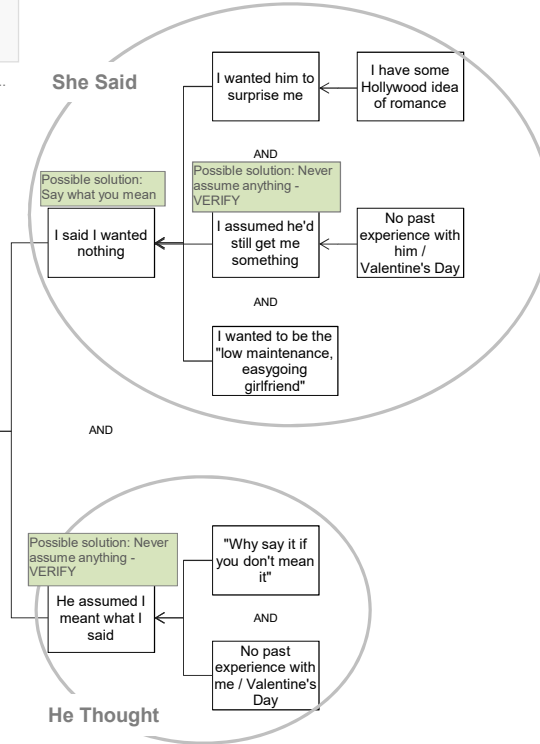
Problem Solving • Incident Investigation • Root Cause Analysis

- Step 1 **Problem** - What's the Problem?
- Step 2 **Analysis** - Why did it happen?
- Step 3 **Solutions** - What will be done?

3 Solutions

Understanding how people both give and interpret instructions/ directions is very important with regards to understanding solutions. For instance, I will never say that I want "nothing" for a holiday ever again.

Looking at solutions for him: he no longer takes the answer "nothing" literally. Based on this experience, he now understands that I may not mean it. So, the solutions identified will help him, but if we were looking at a different employee (or boyfriend in this example) - how do we ensure it doesn't happen to them? This is where we need to consider others who may learn from this (not just those directly affected in this incident). And this is why sharing lessons learned is so important.



For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.

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