

The Trivialization of Root Cause Analysis

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The Trivialization (“Boxing-In”) of

Root Cause Analysis





Root Cause Analysis



The unfathomable, unexplored depth



Thoreau



The Trivialization of Root Cause Analysis

We Would Rather Do **ANYTHING** than
Seek the Unfathomable, Unexplored
Depth

The Trivialization of Root Cause Analysis

Men are overwhelmed with business, with the study of languages, and with physical exercise; and they are made to understand that they cannot be happy unless their health, their honor, their fortune and that of their friends be in good condition -- they are lead to understand that a single thing wanting will make them unhappy.

Thus they are given cares and business which make them bustle about from the break of day. It is, you will exclaim, a strange way to make them happy. What more could be done to make them miserable? Indeed, what more could be done?

We should only have to relieve them from all these cares; for then they would see themselves: they would reflect on what they are, whence they came, and wither they go. And thus we cannot divert them too much from their preoccupations or they would be miserable indeed! This is why, after giving them so much business we advise them, if they have some time for relaxation, to employ it in amusement, in play, and to be ALWAYS OCCUPIED. The alternative is too much for them to take!

Blaise Pascal, 1650



The merry-go-round phenomena



Faster and faster, but going NOWHERE?



The Trivialization of Root Cause Analysis

And We Call Our Puny Inquiries
“Root Cause Analysis?”

The Trivialization of Root Cause Analysis

- FAILURE is not what we think it is.
- The OBJECTIVE of Root Cause Analysis is not what it ought to be.
- The ENDING-POINT of Root Cause Analysis is “boxed-in,” and it shouldn’t be!
- You haven’t even scratched the surface unless you’re SHOCKED at your own findings!



The Trivialization of Root Cause Analysis

FAILURE is not what we think it is.

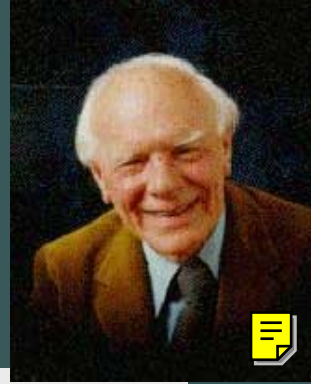
Failure *(from Webster's)*:

- The state of or fact of being lacking or insufficient; falling short.
- A losing of power or strength; weakening; dying away.
- A not doing; neglect or omission: as failure to obey rules.
- A not succeeding in doing or becoming.
- A person or thing that does not succeed.
- Becoming bankrupt.
- In education, a failing to pass.

FAILURE is not what we think it is.



Failure!



*It is only possible to succeed at second-rate pursuits -- like becoming a millionaire or a prime minister, winning a war, seducing beautiful women, flying through the stratosphere or landing on the moon. First-rate pursuits -- involving, as they must, trying to understand what life is about and trying to convey that understanding -- inevitably result in a sense of failure. A Napoleon, a Churchill, a Roosevelt can feel themselves to be successful, but never a Socrates, a Pascal, a Blake. **Understanding is for ever unattainable.** Therein lies the inevitability of failure in embarking upon its quest, which is non the less **the only one worthy of serious attention.***

Malcomb Muggeridge (1903-1990), British broadcaster

FAILURE is not what we think it is.



Failure!

Failure is the ONLY phenomena in our existence capable of getting our attention when we're "too busy" doing other things! NOTHING else can snatch us away from the grasp of our own objectives, desires, and goals, and force us to look at the MOST IMPORTANT facets of life.

Anonymous

FAILURE is not what we think it is.

The Trivialization of Root Cause Analysis

The OBJECTIVE of Root Cause Analysis
is not what it ought to be.

The Objective of RCA should NOT be:

to merely to SOLVE a particular problem.

only a TOOL to be used when you see the need.

to INCREASE PROFITS!

NO!



The OBJECTIVE is not what it ought to be.

The Objective of RCA ought to be:

.....trying to understand what life is about and trying to convey that understanding... Muggeridge



Yes



The Objective of RCA ought to be:



to change the way people
THINK!



The Objective of RCA ought to be:

RCA 📄

(root cause analysis)

RCD 📄

(root cause discovery)

RCM 🗨️

(root cause mentality)



A Root Cause Mentality.....

An insatiable desire to understand:

WHY things break.

WHY people do what they do.

How things got in their present state.



A Root Cause Mentality.....



A Reluctance to Blame



A Desire to UNDERSTAND



The Objective of RC

**From now
on, I'll
ALWAYS
look at
evidence!**

**Eghads!!! I
would probably
have done the
same thing!**

**This stuff
even applies
OFF the job!**



The Trivialization of Root Cause Analysis

The ENDING POINT is “boxed-in,” and it
shouldn't be!

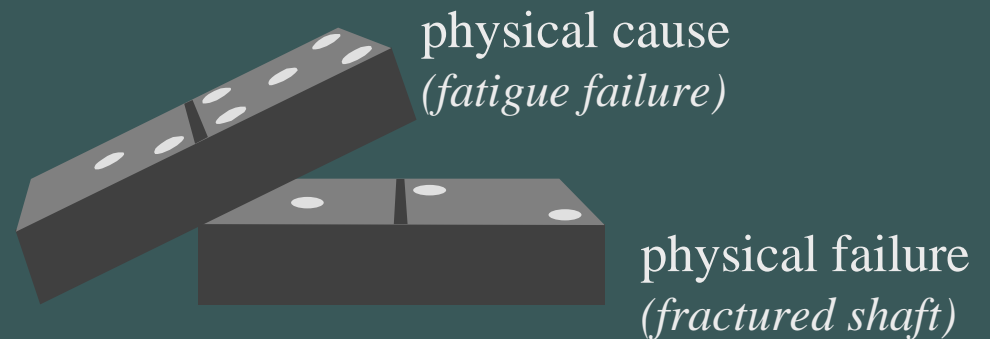
The Trivialization of Root Cause Analysis



physical failure
(*fractured shaft*)

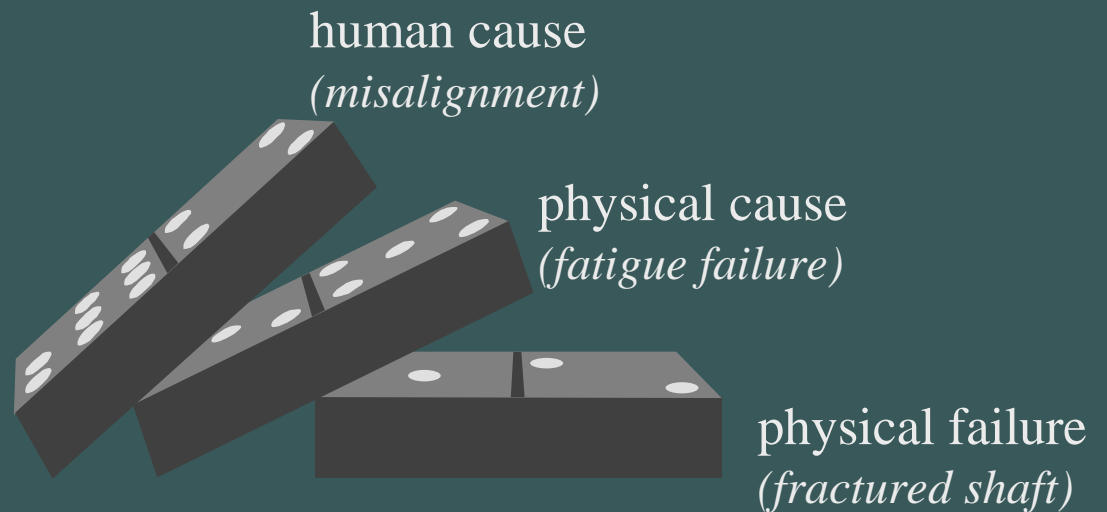
The ENDING POINT is “boxed-in,” and it shouldn’t be.

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The ENDING POINT is “boxed-in,” and it shouldn’t be.

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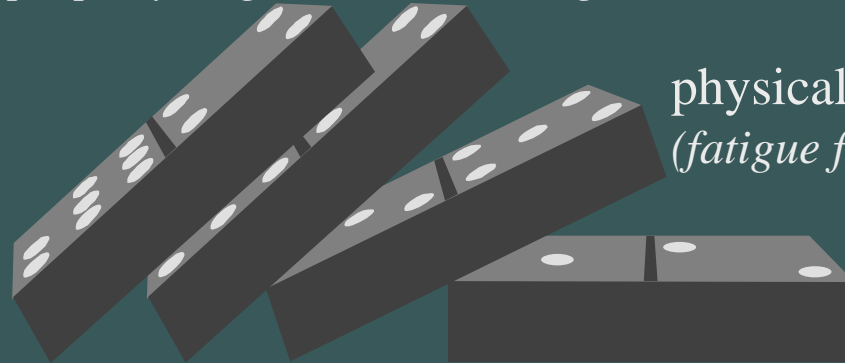


The ENDING POINT is “boxed-in,” and it shouldn’t be.

The Trivialization of Root Cause Analysis

latent cause
(no time given to properly align)

human cause
(misalignment)

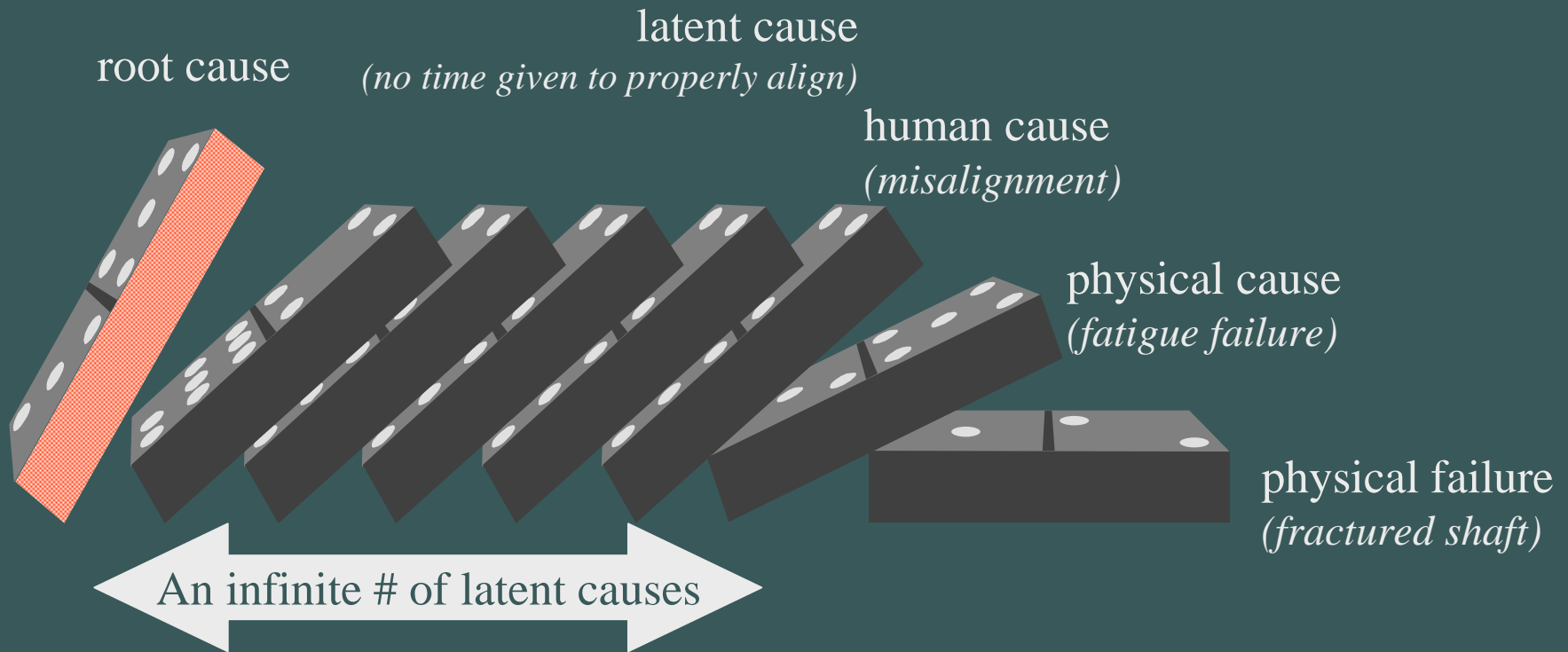


physical cause
(fatigue failure)

physical failure
(fractured shaft)

The ENDING POINT is “boxed-in,” and it shouldn’t be.

The Trivialization of Root Cause Analysis



The ENDING POINT is "boxed-in," and it shouldn't be.

The Trivialization of Root Cause Analysis



● Latent Causes Address:

- The “way” you do business!
- Attitudes, beliefs, or assumptions that are negatively affecting the way you do business!

The ENDING POINT is “boxed-in,” and it shouldn’t be.

The Trivialization of Root Cause Analysis

You do not UNDERSTAND until...

you are CONVINCED that you would have done the same thing as the “culprit” if you were in his/her shoes.

The ENDING POINT is “boxed-in,” and it shouldn't be.

The Trivialization of Root Cause Analysis

You haven't even scratched the surface unless
you're **shocked** at your own findings!

I have been **shocked**.....



You haven't even scratched the surface unless you're **shocked** at your own findings!

I have been **shocked**.....

- ◆ We (humans) are the problem!
- ◆ In any given system, the worst possible thing that can go wrong will go wrong -- it's just a matter of time.
- ◆ Everything we need to know about our existence is staring us right in the face, if we'd only take time to look.



Root Cause Analysis

*Not What You Might Think
Could be the Most Valuable Endeavor
in Human Existence.*

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