UNDERSTAND THE (ROOT) CAUSES

The main facts about the problem

Facts	*Source*	*Level of confidence in the source (1=low, 5=high)*
		① ② ③ ④ ⑤
		① ② ③ ④ ⑤
		① ② ③ ④ ⑤

Potential root causes

Hypotheses about potential root causes	*Analysis required to test hypothesis*	*Data source*	*Hypothesis confirmed?*
			Ⓨ Ⓝ
			Ⓨ Ⓝ
			Ⓨ Ⓝ