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BEYOND 'ROOT CAUSE'

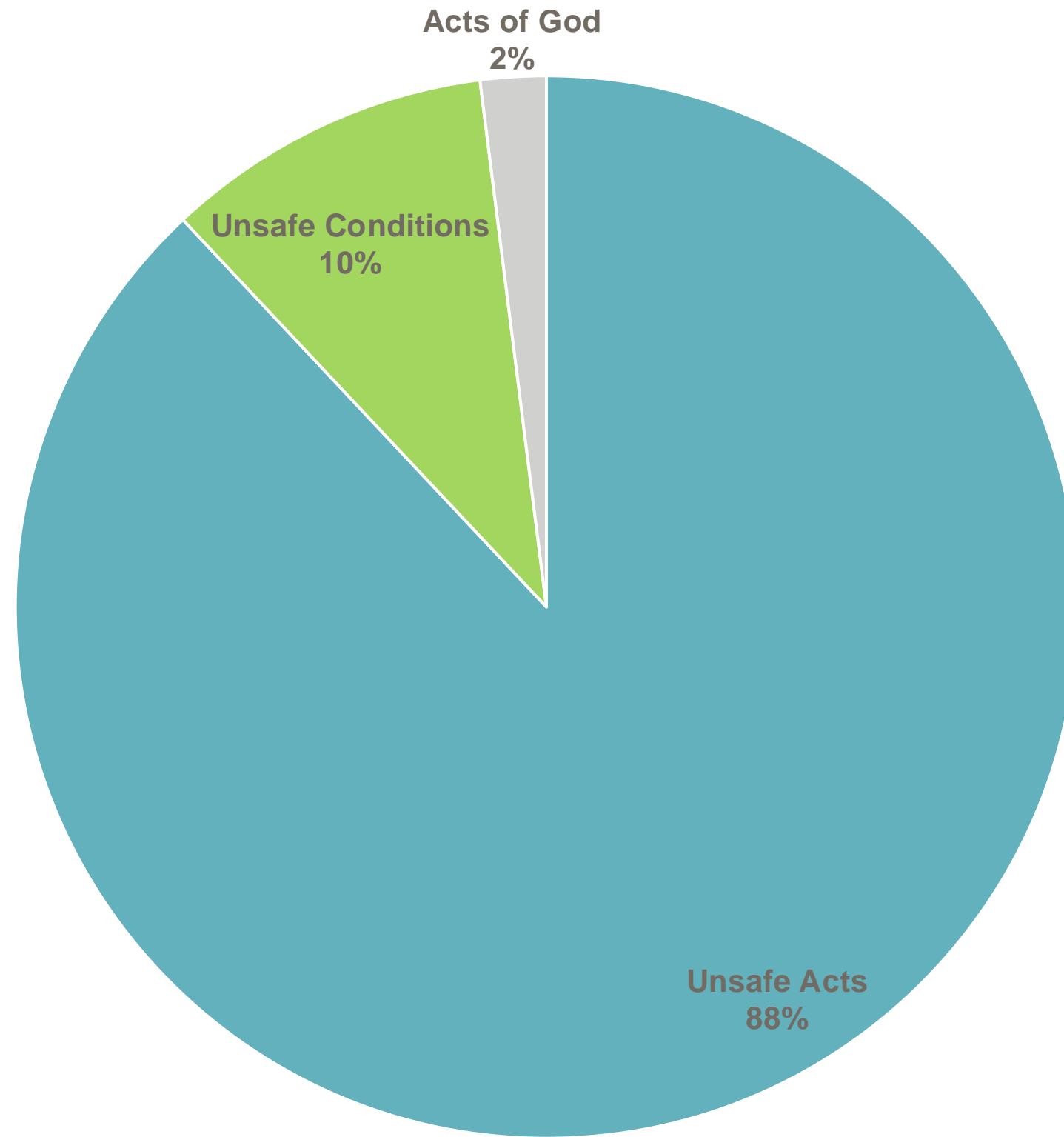
RON GANTT
OCTOBER 2024

HOW WE
RESPOND TO
FAILURE IS A
DELIBERATE
IMPROVEMENT
STRATEGY

BEYOND 'ROOT CAUSE'

**WHERE
DOES
FAILURE
COME
FROM?**

BEYOND 'ROOT CAUSE'



CAUSES OF ACCIDENTS:

1. I DIDN'T THINK

2. I DIDN'T SEE

3. I DIDN'T KNOW



If we only look at failures,
does that mean we
understand success?

Does it mean we
understand failure?



PLEASE DON'T MAKE ANY ERRORS

Linda is 31 years old, single, outspoken and very bright. She majored in philosophy. As a student, she was deeply concerned with issues of discrimination and social justice, and also participated in anti-nuclear demonstrations.

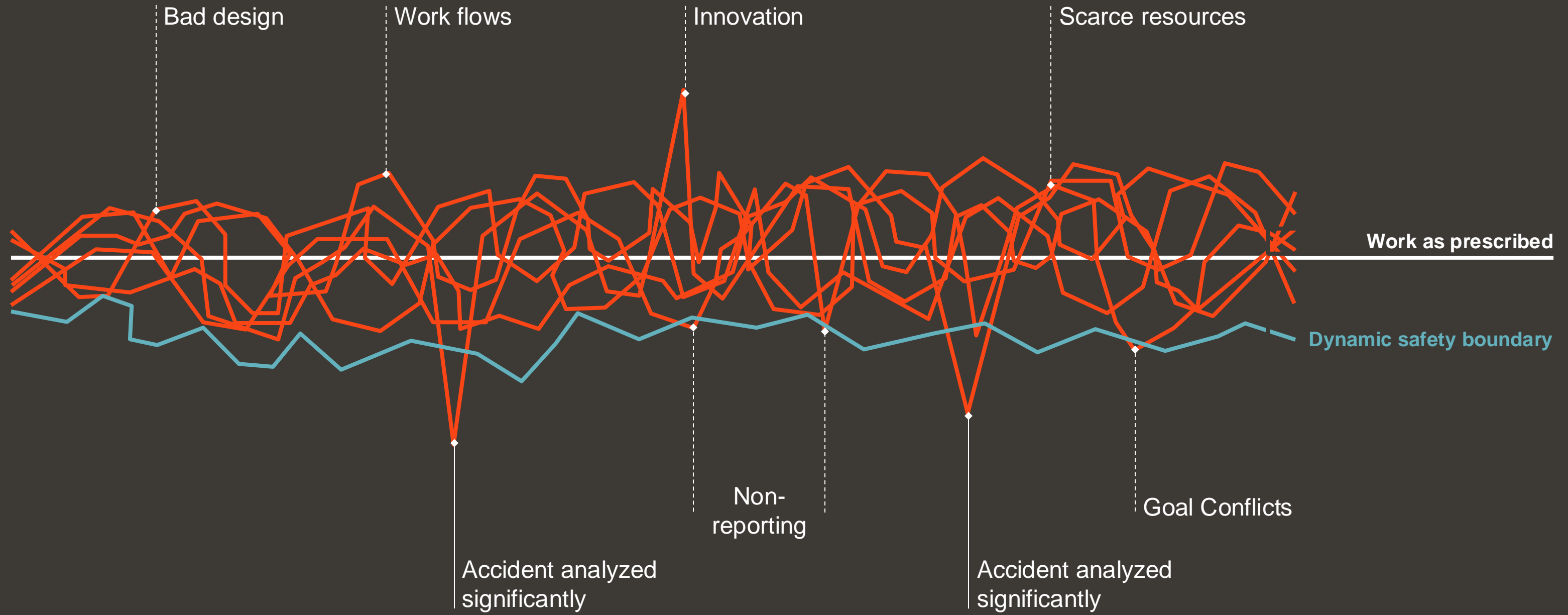
Which is more probable?

1. Linda is a bank teller
2. Linda is a bank teller and is active in the feminist movement

There are two interpretations:

1. People are stupid
2. Making this error must make people more successful overall

BEYOND 'ROOT CAUSE'






ROOT CAUSE
IS WHERE WE
DECIDE TO STOP
LOOKING
NOTHING MORE

**WHERE DOES
FAILURE COME
FROM?**

**FAILURE
HAPPENS WHEN
NORMAL THINGS
COME TOGETHER
IN ABNORMAL
WAYS**



BEYOND 'ROOT CAUSE'



**WHY
INVESTIGATE
ACCIDENTS?**

**TO LEARN AND
IMPROVE**




BEYOND 'ROOT CAUSE'



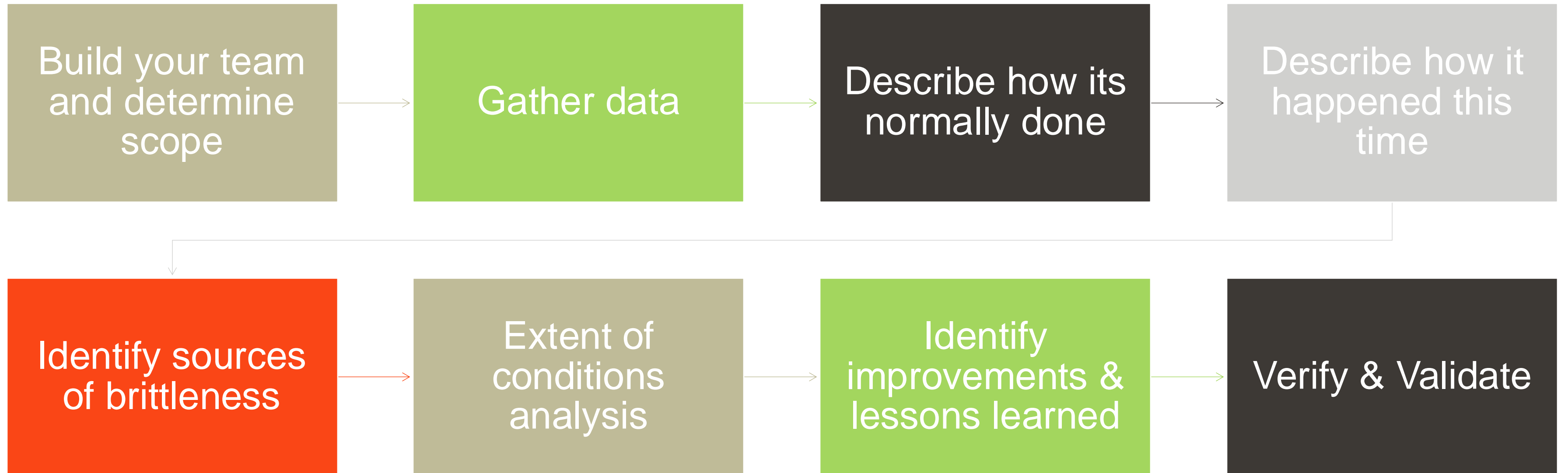
**HOW DO WE DO
THAT?**

**BY
UNDERSTANDING
HOW THINGS
NORMALLY
WORK AND WHY
THAT DIDN'T
WORK THIS TIME**



BEYOND 'ROOT CAUSE'

OUR APPROACH



QUESTIONS AND ANSWERS



Q&A

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THANK
YOU

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