

Tools and templates



How to identify the root cause of a problem

Use the chart below to list key problems in your business, potential root causes and the steps you'll take to solve the problem.

Then, think about how you'll measure success and over what time period. Finally, use the "follow-up steps" section to make a note of any other action you need to take.

We've included an example to guide you through the process.

	Problem		
Description	Staff leaving after six months		
Reported by	HR manager		
Importance (high, medium or low)	High		
Impact	<ul style="list-style-type: none"> • Have to invest more time and money on recruitment and training • Lack of experience in the company • Risk of losing staff to competitor 		
Notes			

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	Potential root cause		
Description	Onboarding only lasts two weeks, follow-ups at the discretion of individual managers		
Potential impact on problem (high, medium or low)	High		
Clarify by	Reviewing notes from exit interviews		
Notes			

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	Steps to resolve problem		
Description	<ol style="list-style-type: none"> 1) Send survey to new hires to find out how onboarding can be improved 2) Establish consistent onboarding structure across company 3) Ask managers to book in follow-up one-to-ones each month after onboarding ends 		
Potential blockers	Managers don't stick to new structure		
Solutions	<ul style="list-style-type: none"> • Run workshop with managers to explain the purpose of the new onboarding process • Embed follow-up one-to-ones by setting targets for managers 		
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	Measure of success		
Measurement	Improved staff retention rate		
Time period	Six months		
Verified by	HR manager		
Date of results	DD/MM/YYYY		
Results			
Follow-up steps			
Notes			