

Possible causes evidence workbook

Investigate one observed process problem. Separate facts, possible explanations and conclusions. This workbook does not prove a root cause.

Describe the problem and explanations

Observed condition process and period

Evidence source and scope

Possible explanation to investigate

Alternative explanation

Observation that would support the idea

Observation that would challenge the idea

Review the evidence and next step

Authorised records or observation examined

What was observed

Interpretation and supporting reasoning

Missing information and disagreement

Review decision and next question

Action owner due date and review

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