

ROOT CAUSE ANALYSIS AND CULTURE

Book on Root Cause Analysis and Systems Thinking

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“Beyond the Five Whys: Root Cause Analysis and systems thinking,” published by Wiley in November 2023.

Over the past 10 years, I have been working increasingly on Root cause analysis with clients. This work has resulted in a range of approaches which have proved to be powerful in ‘cracking’ many long-standing problems across a range of different contexts.

The results of these efforts are now encapsulated in a new book which seeks to cover both root cause analysis techniques and ways of thinking systemically.

The book is written for a general audience but includes Appendices covering the implementation of Root cause analysis in an organisation as well as guidance for audit professionals who want to get to the bottom of problems (whether these are significant, or just recurring minor setbacks).

