

# Topics

- High Maturity Concepts
- High Maturity Process Areas
- Organizational Process Performance (OPP)
- Quantitative Project Management (QPM)
- Causal Analysis and Resolution (CAR)
- Organizational Performance Management (OPM)
- High Maturity Summary

# Causal Analysis and Resolution (CAR)

A Support Process Area at Maturity Level 5

## Purpose

Identify causes of selected outcomes and take action to improve process performance.



# When Causal Analysis and Resolution Is Not Done Well...

Root causes of success are not identified and shared across the organization.

The same problem occurs again and again.

Symptoms of problems are addressed rather than the root cause.

# Causal Analysis and Resolution Goals

**SG 1**

## Determine Causes of Selected Outcomes

Root causes of selected outcomes are systematically determined.

**SG 2**

## Address Causes of Selected Outcomes

Root causes of selected outcomes are systematically addressed.

# Causal Analysis and Resolution Specific Practices

## SG 1

### Determine Causes of Selected Outcomes

SP 1.1 Select Outcomes for Analysis

SP 1.2 Analyze Causes

## SG 2

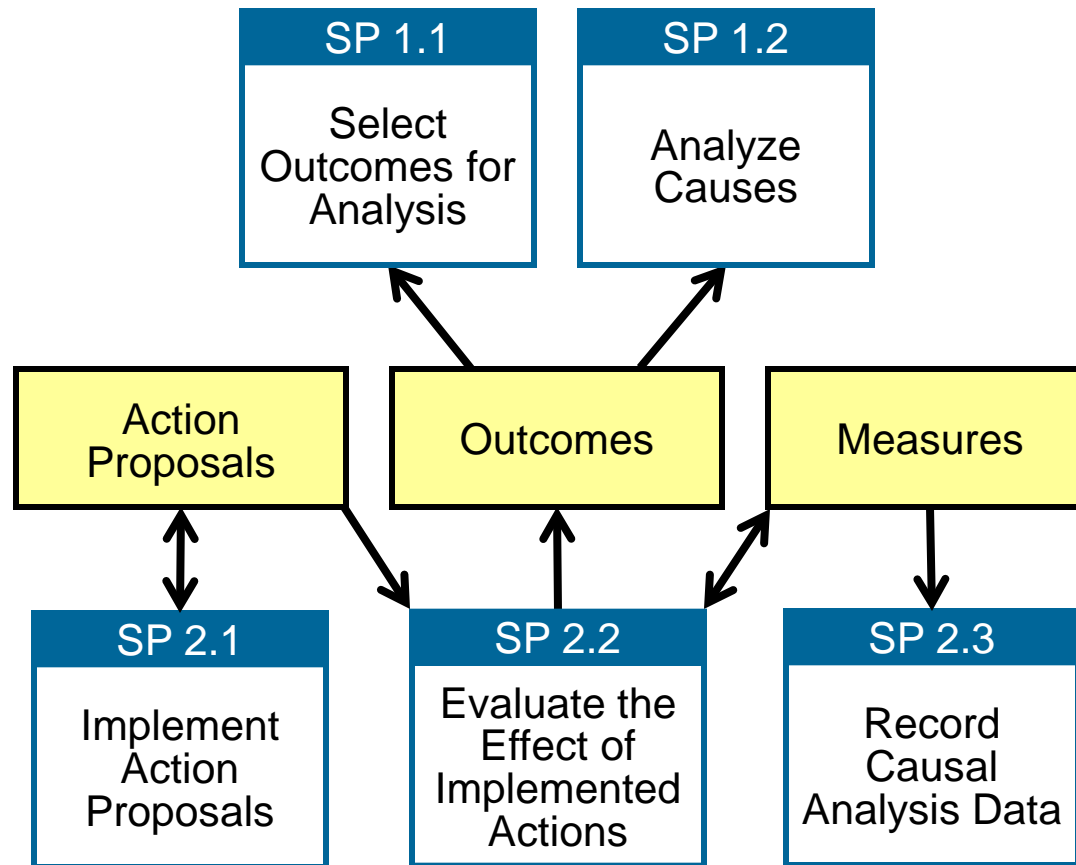
### Address Causes of Selected Outcomes

SP 2.1 Implement Action Proposals

SP 2.2 Evaluate the Effect of Implemented Actions

SP 2.3 Record Causal Analysis Data

# Causal Analysis and Resolution Sampling of Work Products



# Causal Analysis and Resolution

## Sampling of PA and GP Relationships

