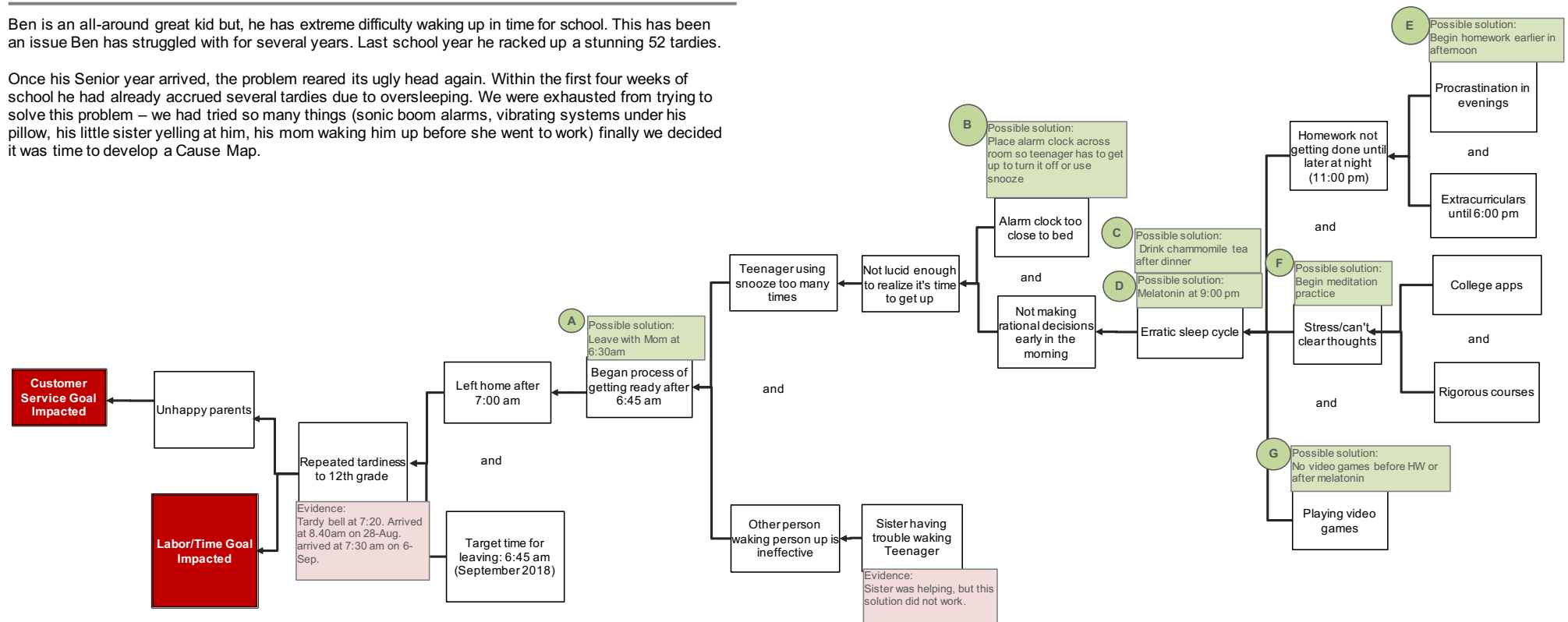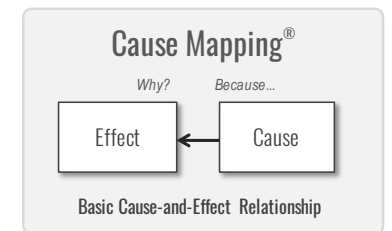# Can Tardiness Be Solved With Root Cause Analysis?

Ben is an all-around great kid but, he has extreme difficulty waking up in time for school. This has been an issue Ben has struggled with for several years. Last school year he racked up a stunning 52 tardies.

Once his Senior year arrived, the problem reared its ugly head again. Within the first four weeks of school he had already accrued several tardies due to oversleeping. We were exhausted from trying to solve this problem – we had tried so many things (sonic boom alarms, vibrating systems under his pillow, his little sister yelling at him, his mom waking him up before she went to work) finally we decided it was time to develop a Cause Map.

E — Possible solution: Begin homework earlier in afternoon

B — Possible solution: Place alarm clock across room so teenager has to get up to turn it off or use snooze

C — Possible solution: Drink chammomile tea after dinner

D — Possible solution: Melatonin at 9:00 pm

F — Possible solution: Begin meditation practice

A — Possible solution: Leave with Mom at 6:30am

G — Possible solution: No video games before HW or after melatonin

Procrastination in evenings

Extracurriculars until 6:00 pm

Homework not getting done until later at night (11:00 pm)

and

Alarm clock too close to bed

and

Not making rational decisions early in the morning

Erratic sleep cycle

College apps

Rigorous courses

and

Stress/can't clear thoughts

and

Not lucid enough to realize it's time to get up

Teenager using snooze too many times

and

Playing video games

Began process of getting ready after 6:45 am

Left home after 7:00 am

and

Other person waking person up is ineffective

Sister having trouble waking Teenager

Repeated tardiness to 12th grade

Unhappy parents

Customer Service Goal Impacted

Labor/Time Goal Impacted

Target time for leaving: 6:45 am (September 2018)

Evidence: Tardy bell at 7:20. Arrived at 8.40am on 28-Aug. arrived at 7:30 am on 6-Sep.

Evidence: Sister was helping, but this solution did not work.

Develop Solutions
After you have revealed causes that led up to the incident, then you can brainstorm possible solutions that will reduce the likelihood of a similar incident from happening again.

No.	Action Item	Cause	Owner(s) (Names)	Date Due	Status-Completed	Notes	Verification (Check of effectiveness)
G	No video games before HW or after melatonin	Video games		September 14, 2018			
E	Begin homework earlier in afternoon	Procrastination in evenings		September 14, 2018			
F	Meditation	Stress/can't clear thoughts		September 14, 2018			
D	Melatonin at 9:00 pm	Erratic sleep cycle		September 10, 2018			
A	Leave with Mom at 6:30am	Began process of getting ready after 6:45 am					
C	Drink chammomile tea after dinner	Erratic sleep cycle					
B	Place alarm clock across room so teenager has to get up to turn it off or use snooze	Alarm clock too close to bed					

Cause Mapping®

Why? *Because…*

Effect ← Cause

Basic Cause-and-Effect Relationship

ThinkReliability
Investigate Problems. Prevent Problems.