



**ACTIVITY SOLUTION:
IDENTIFY THE TRIVIAL
MANY ROOT CAUSES**



GUIDELINES:

**90% EMPLOYEES OF MATRIX INC. ARE LATE FOR WORK
EACH DAY**


**IDENTIFY THE ROOT CAUSES USING BRAINSTORMING,
FISHBONE & 5 WHY ANALYSIS TECHNIQUE**

OUTPUT OF BRAINSTORMING EXERCISE

1. **No control; even supervisors get late**
2. **Traffic**
3. **Governance Issue**
4. **Employees fail to read display board**
5. **Flat tire of the car**
6. **Supervision issue**
7. **Feedback not given to employees**
8. **Employees fail to read emails**
9. **Bad weather**
10. **Some employees work late at night**
11. **Weak monitoring mechanism**
12. **No incentive to come to office on time**
13. **Company is too employee friendly**
14. **Uninteresting work**
15. **Manual entry & exit notification**
16. **Lack of bonding with the organization**
17. **No clear career path**
18. **Disciplinary issues**

FISHBONE CATEGORIES

BRAINSTORMING OUTPUT IS CATEGORIZED INTO 5M'S

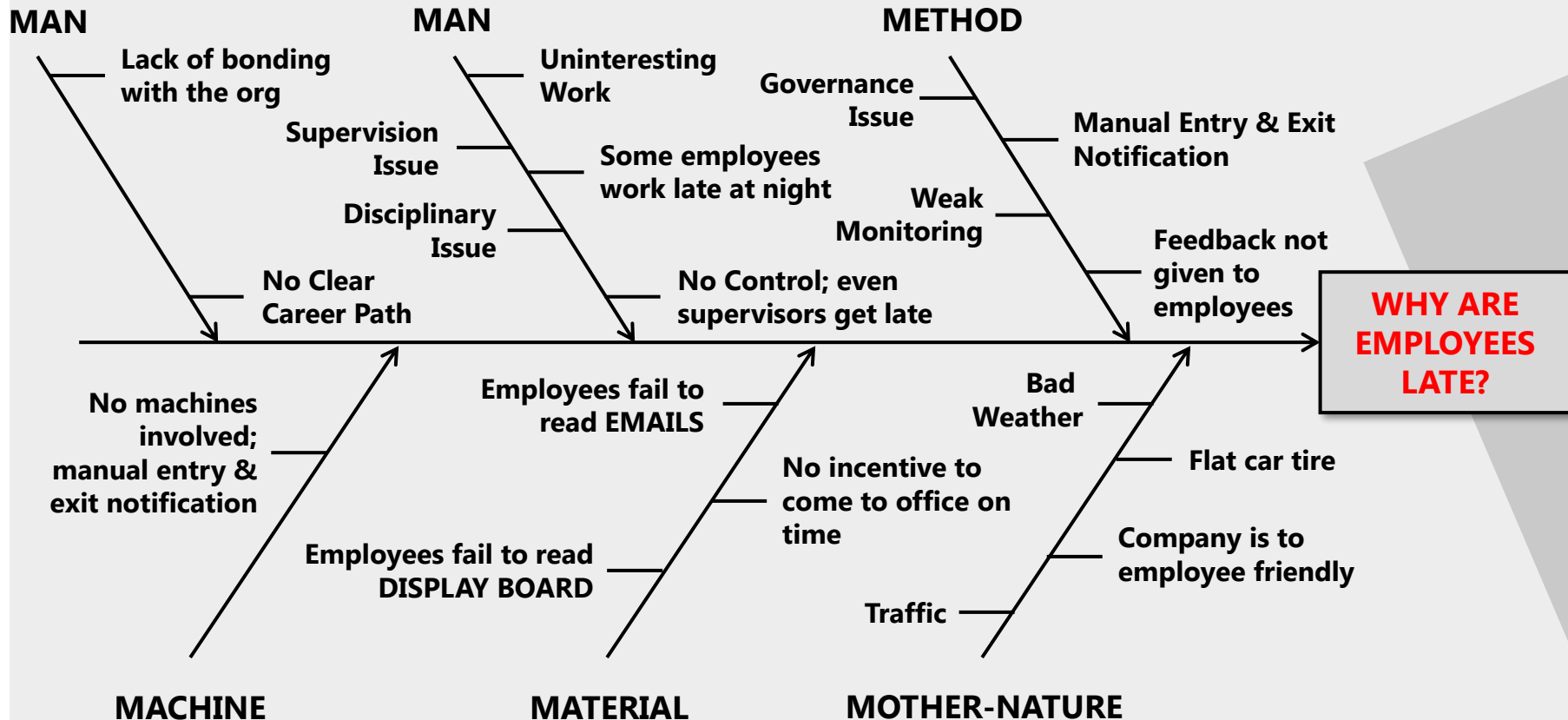


A diagram showing a central blue circle with a vertical line extending downwards. From this point, five horizontal arrows point to the centers of five blue circles, each positioned above a column header of a table below.

Mother Nature	Man	Method	Material	Machine
Traffic	No control; even supervisors get late	Governance issue	Employees fail to read display board	No machines involved - manual entry & exit notification
Flat Tyre of the car	Supervision issue	Feedback not given to employee	Employees fail to read emails	
Bad weather	Disciplinary issue	Weak monitoring mechanism	No incentive to come to office on time	
Company is too employee friendly	Some employees work late at night	Manual entry & exit notification	-	
-	Uninteresting work	-	-	
-	Lack of bonding with the company	-	-	
-	No clear career path	-	-	

FISHBONE DIAGRAM

FISHBONE DIAGRAM CREATED BASED ON THE 5M CATEGORIES



5 WHY ANALYSIS (PART 01)

- | | | |
|---|--|--|
| 1 | Why are employees late? | Because there are Disciplinary issues |
| 2 | Where are there disciplinary issues? | Because there's lack of bonding with work |
| 3 | Why is there lack of bonding with work? | Because work is uninteresting |
| 4 | Why is work uninteresting? | Because there's no incentive to come to office on-time |
| 5 | Why is there no incentive to come to office on-time? | Because the incentive policy was last updated in 2002; has not been revised since then |

5 WHY ANALYSIS (PART 02)

- 1** Why are employees late? Because there are Disciplinary issues
- 2** Why are there disciplinary issues? Because there is no governance
- 3** Why is there no governance? Because even supervisors get late
- 4** Why do even supervisors get late? Because the monitoring system is weak
- 5** Why is the monitoring system weak? Because of manual entry & exit notification (there is no swipe card entry nor biometrics)