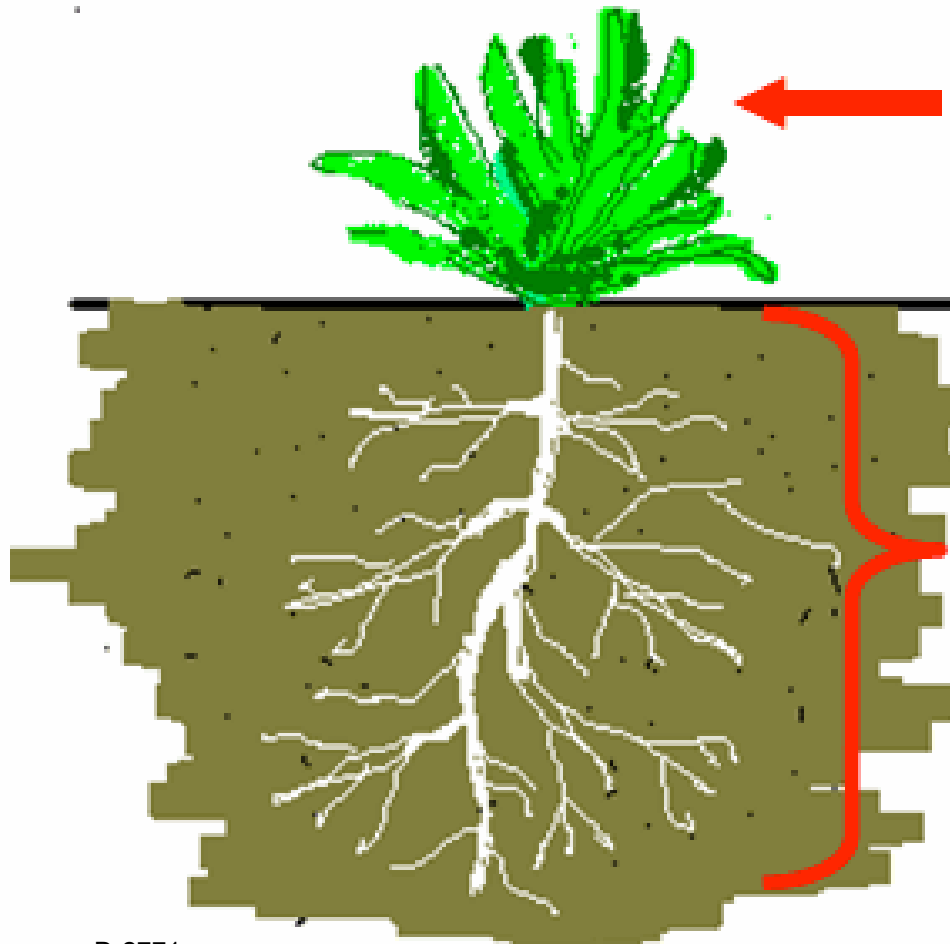


Root Cause Analysis

Symptom of the problem
“The Weed”
Above the surface
(obvious)



The Underlying Causes
“The Root”
Below the surface
(not obvious)