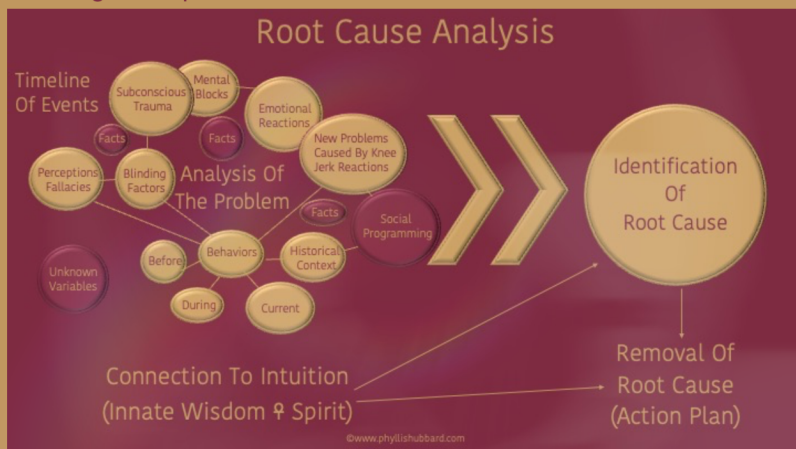


# What Is Root Cause Analysis?

Root Cause Analysis is a solutions-based approach to problem solving that uses a wide array of tools and strategies to help individuals and organizations identify and remove the origin of a problem.



Dr. Phyllis SHU became a Root Cause Analyst in early childhood. She began to notice the suffering of people all around her, whether it was via disease, such as high blood pressure, diabetes and cancer or lifestyle issues such as financial stressors, domestic abuse and sexual perversion. As she began to study people and lifestyles, she realized that specific behavior patterns were connected to suffering. After receiving a microscope as a gift, she began to teach herself



many different forms of scientific observation. In high school, she took a psychology class that put her hypotheses into a broader perspective. Determined to avoid falling into the same patterns as the people she observed, she embarked upon a lifelong study of human behavior and health.