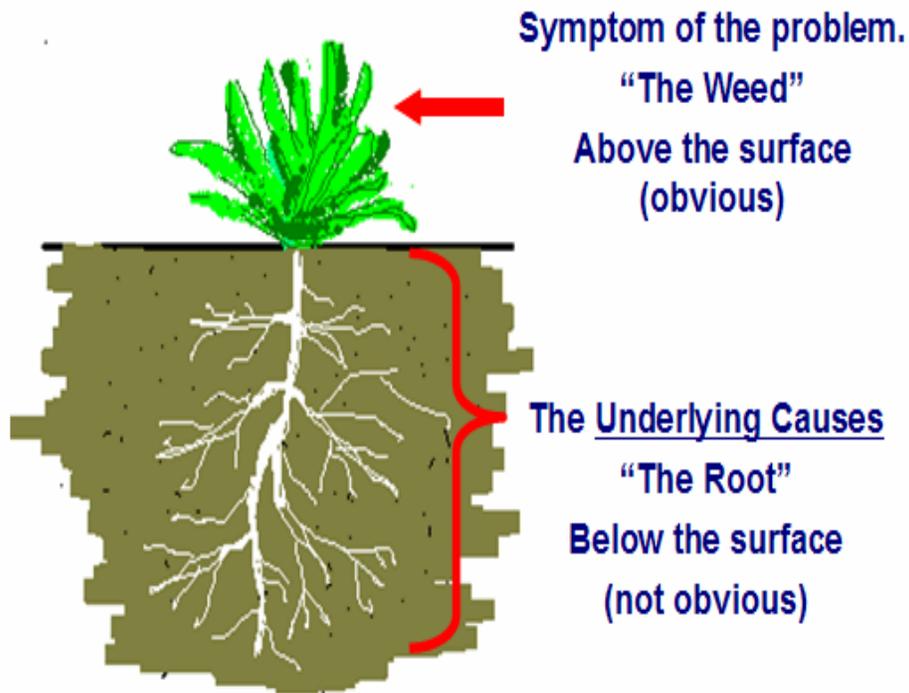


Root Cause Analysis Basics



The word root, in root cause analysis, refers to the underlying causes, not the one cause.