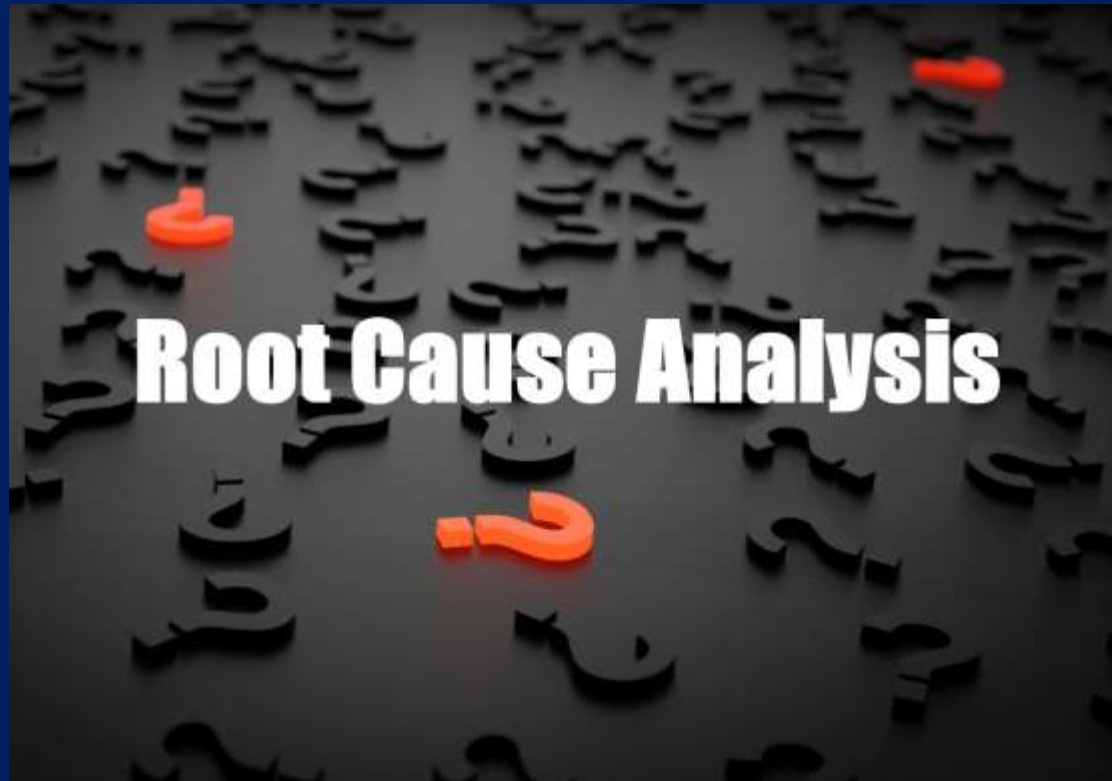




BENTLEY MOORE EXECUTIVE



Root Cause Analysis Consultancy Services

Introduction

Every organisation encounters challenges, disruptions, or failures that impact performance, service delivery, or profitability. These problems may manifest in operations, projects, technology, people, governance, or supplier performance, but the visible symptoms rarely reveal the **true source** of the issue.

Root Cause Analysis (RCA) is the structured process of identifying and understanding the underlying causes of problems or failures, not merely their symptoms. It enables organisations to implement corrective actions that deliver lasting solutions, prevent recurrence, and strengthen business resilience.

At Bentley Moore Executive, we help organisations uncover, analyse, and resolve the true root causes behind complex issues — ensuring that remediation efforts deliver measurable impact, rather than temporary fixes.

The Nature of Root Causes

Root causes can originate from multiple domains — and often involve interrelated factors rather than a single source.

Common categories include:

- **Organisational** – unclear structures, decision-making bottlenecks, weak governance.
- **People** – inadequate skills, leadership issues, resistance to change.
- **Technology** – legacy systems, integration failures, system design flaws.
- **Processes** – inefficiency, inconsistency, lack of standardisation.
- **Third Parties** – supplier performance or contractual misalignment.
- **Culture** – behaviours, communication, or accountability challenges.

Because these elements are often interconnected, successful resolution requires a holistic and analytical approach that combines evidence, insight, and experience.

The Challenge

All organisations, regardless of scale or sector, will at some point face situations requiring Root Cause Analysis.

These include:

- Recurring operational issues or service failures.
- Technology outages or performance degradation.
- Programme and project delivery failures or benefit shortfalls.
- Escalating costs, inefficiencies, or delivery delays.
- Cultural or behavioural issues impeding change or transformation.

While individual incidents may be manageable, recurrence or escalation signals deeper systemic issues.

Without effective root cause analysis, organisations risk:

- Wasting resources on surface-level fixes.
- Allowing the same problem to resurface repeatedly.

- Damaging client, customer, or stakeholder trust.
- Suffering reputational or financial losses.

The challenge is compounded by the fact that few organisations have in-house RCA specialists.

Internal staff are often too close to the issue, lack time or analytical structure, or are constrained by organisational bias.

In these situations, an independent, evidence-based approach is essential to uncover the objective truth behind the problem.

Our Root Cause Analysis Approach

Our Root Cause Analysis Consulting Services use a structured and analytical framework designed to uncover, validate, and eliminate the underlying causes of organisational issues.

We combine quantitative and qualitative techniques, cross-functional collaboration, and proven analytical models to deliver insights that lead directly to actionable, sustainable solutions.

Our process comprises five core stages:

1. Problem Identification

- Define the issue clearly and specifically.
- Establish context, scope, and impact.
- Align stakeholders on the nature and significance of the problem.

2. Information and Data Gathering

- Collect qualitative and quantitative data.
- Review relevant documents, processes, and communications.
- Conduct structured interviews and workshops to capture insight.

3. Analysis and Diagnosis

- Apply structured RCA techniques to identify possible and probable causes.
- Determine correlations and dependencies between factors.
- Validate findings using evidence and cross-checks.

4. Solution Definition

- Develop evidence-based recommendations and corrective actions.
- Identify short-term containment measures and long-term structural solutions.
- Assess the business, financial, and operational impact of each option.

5. Implementation and Assurance

- Support the implementation of agreed solutions.
- Monitor outcomes and measure success.
- Embed lessons learned and continuous improvement processes.

Root Cause Analysis Techniques

We employ a range of RCA methodologies, selecting and combining the most appropriate tools based on the nature and complexity of each issue.

Our analytical toolkit includes:

- **Causal Factor Tree Analysis**
- **Impact and Change Analysis**
- **Event and Barrier Analysis**
- **The 5 Whys Approach**
- **Failure Mode and Effects Analysis (FMEA)**
- **Pareto Charting**
- **Ishikawa (Fishbone) Diagramming**
- **DMAIC (Define, Measure, Analyse, Improve, Control)**
- **Kepner-Tregoe Root Cause Analysis**
- **Fault Tree Analysis**

In practice, we often apply a **hybrid approach**, combining methods such as *Causal Factor Analysis*, *The 5 Whys*, and *Impact Assessment* to ensure a comprehensive diagnosis and a robust remediation plan.

Where We Apply Root Cause Analysis

Our Root Cause Analysis Consulting Services are applicable across all domains of business and operations, including:

- **Organisational Structure and Governance**
- **Business Operations and Service Delivery**
- **Strategic Implementation and Transformation**
- **Technology and Digital Delivery**
- **Programme and Project Management**
- **Supplier and Third-Party Performance**
- **Process Design and Improvement**
- **Culture, People, and Behavioural Dynamics**

This breadth ensures that we can diagnose and resolve issues across entire business ecosystems, not just within isolated functions.

Outcomes and Value

Our clients benefit from an approach that delivers clarity, accountability, and resolution.

Key outcomes include:

- Identification of root causes — not just symptoms.
- Sustainable solutions that prevent recurrence.
- Improved efficiency and performance across affected areas.
- Strengthened governance and decision-making.
- Reduction in operational and financial losses.
- Enhanced stakeholder confidence and organisational learning.

Ultimately, our service ensures that issues are resolved permanently, with embedded controls that strengthen resilience and enable continuous improvement.

About Bentley Moore Executive

We are Bentley Moore Executive, a London-based consultancy providing Root Cause Analysis and Troubleshooting Consulting Services across all sectors.

Our consultants have extensive experience diagnosing and resolving complex organisational, operational, and delivery challenges.

We combine analytical rigour with practical delivery expertise to deliver insight, clarity, and control, ensuring that problems are not only solved but prevented from recurring.

Contact Us

To discuss your organisation's challenges or to learn how Bentley Moore Executive can assist with Root Cause Analysis:

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Our Services



C-Level Advisory



Transformation



Professional
Services



Staff
Augmentation



Troubleshooters



Website Services



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