

## Dealing with the Moles

Do certain problems keep clogging your to-do list?

Then check out the following story from *Fierce Conversations* by Susan Scott. It's about a teenager with his own dilemma – moles.



No, it wasn't a skin problem. It involved those small mammals that burrow into your lawn.

It was the teen's Saturday morning job to fight off the moles, and he tried flooding, blocking, smoking out and poisoning their tunnels, all fruitlessly.

Then at the hardware store, he met another mole fighter buying a bag of poison. He warned his compatriot that poison didn't work on moles.

But the person said that his poison wasn't for the moles. It was for the grass grubs that the moles fed on – the reason they chose a particular lawn.

The light went on for the teenager.

And the story provides a lesson for us:

Don't just keep solving recurring problems – eliminate their causes.

Otherwise, they'll keep undermining you. (Sorry; that pun was too good not to use, but it is a true assessment.)

For organizations, root cause analysis, if it is to be effective, must be performed systematically, usually as part of an investigation, with conclusions and root causes that are identified backed up by documented evidence. A team effort is typically required.

The process leads to understanding and solutions to a problem in order to prevent recurrence at lowest cost in the simplest way.

*How much better to get wisdom than gold! And to get understanding is to be chosen rather than silver* (Proverbs 16:16 NKJV).

– Beecher Hunter