

EXHIBIT 5.4. ROOT CAUSE ANALYSIS MATRIX

Possible Reasons for Deficiency ↓	Deficiencies from Exhibit 5.2 Execution Gap Analysis		
	<i>B.</i>	<i>E.</i>	<i>H.</i>
	<i>Provides specific, behavioral feedback on both positive and negative performance.</i>	<i>Adapts coaching style to meet the unique needs of the individual or situation.</i>	<i>Fulfills the role of mentor as appropriate to develop and retain key talent.</i>
a. Incompatibility—improper job match	_____ %	_____ %	_____ %
b. Performer’s inability to perform job or task (knowledge, skill, expertise, competence)	_____ 70%	_____ 80%	_____ 10%
c. Prevalence of old habits, or behavior requirements inconsistent with personal beliefs, or performer’s perception of a better way	_____ %	_____ %	_____ %
d. Performer’s lack of confidence to perform task or job	_____ 30%	_____ 20%	_____ %
e. AMR: Vagueness of performer’s role, responsibilities, or performance expectations, or performer’s lack of information	_____ %	_____ %	_____ 90%
f. AMR: Performer’s perceived consequences or perceived lack of personal benefit	_____ %	_____ %	_____ %
g. AMR: Inadequate feedback, coaching, recognition, or support	_____ %	_____ %	_____ %
h. AMR: Inappropriate tools, equipment, technology, or resources available to the performer	_____ %	_____ %	_____ %
i. AMR: Inappropriate workload distribution or design of work space, job, tasks, policies, procedures, or processes	_____ %	_____ %	_____ %
j. Other (internal or external)	_____ %	_____ %	_____ %
TOTAL = 100%	_____ 100%	_____ 100%	_____ 100%
Comments:			
AMR references desired actions by the immediate supervisor and the management team closest to the performers doing the work (<i>e</i> through <i>i</i> above indicates the possibility of deficiencies in these areas as a potential root cause).			