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Human  
performance  
variation  
analysis:  
a  
process  
for  
human  
performance  
problem  
-  
solving

*Anerie  
Rademeyer,*

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Yvonne  
du  
Plessis,  
Charles  
H  
Kepner

## Abstract

Problem-solving ability is a much sought-after trait in executives, especially if it includes the ability to solve human performance problems. This paper proposes a systematic root cause analysis process that effectively and consistently uncovers the root causes of human performance problems and controls the causes in a way that prevents the problems from recurring. Applying action research the study brings into being a Human

Performance  
Variation  
Analysis  
(HPVA)  
process,  
which  
consists  
of three  
phases:  
(1)  
performance  
variation  
assessment,  
(2)  
performance  
variation  
analysis,  
and (3)  
performance  
variation  
resolution.

The  
HPVA  
provides  
much-  
needed  
capability  
in  
solving  
human  
performance  
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