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## Human performance variation analysis: A process for human performance problem-solving

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### 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 problems in organisations.

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