

FISHBONE DIAGRAM

The fishbone diagram (also known as the Cause-& Effect diagram) identifies many possible causes for an effect or problem. It is useful in structuring a brainstorming session. It sorts ideas into useful categories.

When to use the fishbone diagram: When trying to find possible causes for a problem.

How to complete the Fishbone Diagram

1. Determine the problem and create a problem statement (effect). Write it at the right center of the chart.
2. Brainstorm the major categories of causes of the problem. Write categories of causes as the main branches stemming from the center line.
3. Brainstorm all the possible causes of the problem. Ask “Why did this happen?” about each cause.
4. Write sub-causes stemming from the category of causes (action: something you did that contributed to the problem or condition: something that existed that contributed to the problem.) Sub-causes will lead you to the root causes of the problem.
5. Collect data to confirm root cause.
6. If no further causes can be identified, then you have found the root cause of the problem.

Use what you have learned from this process and create a plan/resolution to improve it.

Example:

