

WHAT:

Fishbone Diagram (Cause and Effect Diagram)

WHY:

- Identify root cause
- Analyze a complex problem
- Sort and segregate possible causes
- Represent relationships between an effect and its causes

HOW:

1. Generate causes needed to build the diagram by brainstorming or using data collected by class members.
2. Place the problem statement in a box on the right hand side of the writing surface.
3. Draw major cause categories and connect them to the back of the fishbone chart.
4. Place the brainstormed or data-based causes in the appropriate category.
5. Ask "why" repeatedly for each cause added to the chart.

