PROBLEM SOLVING TRAINING

Cause and Effect Diagram Exercise

"It may be said that those who succeed in problem solving in quality control are those who succeed in making a useful cause-and-effect diagram."

-- Hitoshi Kume

"Happy is he who can find out the causes of things."

-- Virgil

Objective:
Participants will apply the knowledge that a fishbone is used to display possible root causes of a problem, and to highlight likely or probable root causes.

Steps / Instructions:
1. Identify an exercise leader, a reporter, a scribe, and a timekeeper.
2. Review the explanation of Cause and Effect Diagrams on pages 4-5 to 4-8.
5. Combine similar ideas.
6. Identify the themes that will the labels on the major bones of the fishbone diagram.
7. Draw the fishbone shape and label your major bones.
8. Organize your ideas on the fishbone diagram.
9. See if you can identify deeper causes to place on "sub-bones" of the fishbone.
10. Select the possible root causes that you believe are most likely and most worthy of additional investigation and research.
11. Draw clouds around your likely or probable root causes.
12. Report on your problem, your major bone categories, and a few of the different possible causes on each bone. Report on which causes were selected as those worth further investigation.

Deliverables:
A "fishbone" diagram with major bones identified and some causes and sub-causes drawn onto the diagram.

Time to Report Out: _______________