

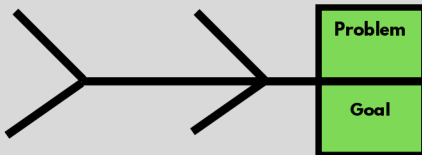
Root Cause Analysis

with the Fishbone Diagram



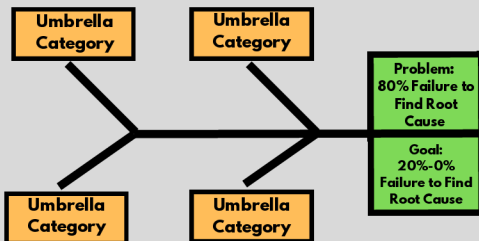
STEP ONE:
IDENTIFY THE
PROBLEM
AND GOAL

Put the The Problem (Current Condition) and the Goal (Target Condition) in the Fish's Head



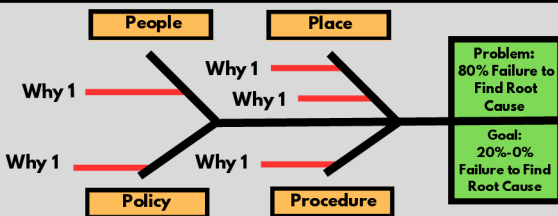
STEP TWO:
CREATE
UMBRELLA
CATEGORIES

Identify Broad Umbrella Categories and Label a Fishbone for each. Consider using the 4Ps (People, Place, Policy, and Procedure)



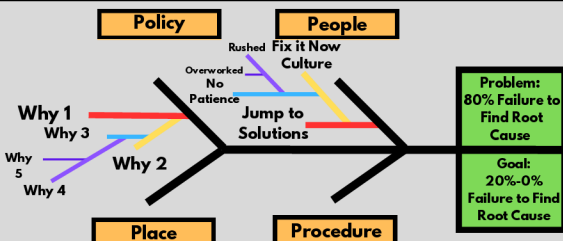
STEP THREE:
GENERATE WHYS
WITH UMBRELLA
CATEGORIES

Use the Umbrella Categories as prompts to brainstorm potential causes (Whys) for the gap between the problem and goal.



STEP FOUR:
DIG FOR ROOT
CAUSES USING THE
FIVE WHYS

Ask why each cause identified is happening; write the whys as bones branching from the original cause; repeat continuously for each new why.



NEXT STEPS:
VERIFY CAUSES
AND USE TO
CRAFT SOLUTIONS

Next, verify the root causes using data and analyses such as a Scatter Plot or Pareto Chart; then, utilize the verified causes to create solutions.

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