

## **Cause and Effect Diagram**

A cause and effect/fishbone/Ishikawa diagram is a brainstorming tool that helps teams explore and show the many causes leading to an outcome. It displays the link of the causes to the effect, helping teams find areas for improvement.

Teams list and group causes under the categories of Materials, Methods, Equipment, Environment, and People. However, you can choose categories that are more relevant to your project.

Steps:

1. Write the effect you want to alter on the right hand of the page.
2. Draw a horizontal line across the page to the left, starting at the box you drew.
3. Decide on five or six categories of causes for the effect. You can use the standard categories of Materials, Methods, Equipment, Environment, and People or come up with your own.
4. Draw the fish bones and label each line at the end with the categories you have chosen.
5. For each category, generate a list of likely causes that contribute to the effect. List the causes by drawing “branch bones.”
6. Use the five Why’s to arrive at root causes for those potential causes on which you plan to work.

Template

