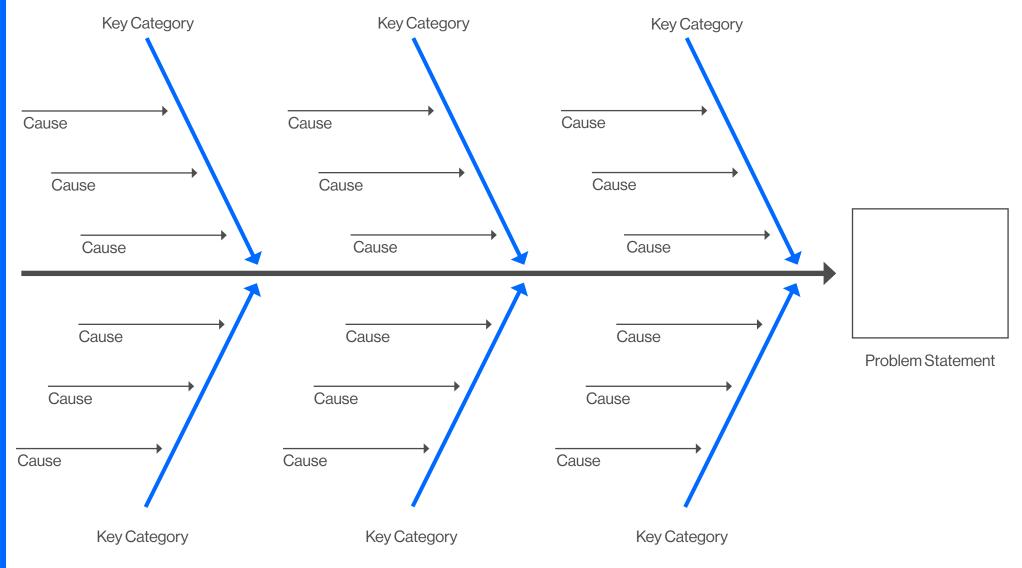
Fishbone Diagram

- 1. Define the problem. Type or write this in the problem statement box to the far right.
- 2. Decide on key categories of the problem. Write or type these categories inside the rectangular boxes.
- 3. Brainstorm all the possible causes of the problem. Ask "Why does this happen?" Write or type these causes as a branch of the appropriate category. Causes can be written in several places if they relate to several categories. Continue to ask "Why?" and generate deeper levels of causes.



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