

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.

