

Understanding the Problem: Fishbone Diagram

Your Task: To understand what factors are influencing the problem you are examining by creating a *Fishbone Diagram*.

Activity Step	Actions
1. Generate Ideas	<ul style="list-style-type: none">• Team members silently, individually brainstorm as many contributing causes to the identified problem as you can, writing one idea per sticky note <p><i>Tip:</i></p> <ul style="list-style-type: none">• Causes should be written as specific problems instead of general areas.• Ask yourself “why” each time you think of a cause, in an effort to move more deeply into the root cause(s).
2. Share-out and Cluster	<ul style="list-style-type: none">• Each individual in the small group should share aloud what’s on each of their sticky notes.• Repeat this process for each individual member of the group• Once all the sticky notes have been shared out, arrange similar causes near each other on the provided chart paper
3. Label the Clusters	<ul style="list-style-type: none">• For each cluster of causes, determine a categorical label that describes the ideas in that cluster• Each of these clusters becomes a main “cause category”• Consider utilizing the “cause categories” of: Resources, People, Environment, Rule/Policies, if applicable
4. Arrange the Fishbone	<ul style="list-style-type: none">• Draw a Fishbone Skeleton to reflect your Cause Categories and move sticky notes to cluster under each cause line• Each main cause category is a branch, and each sticky note is a bone on that branch