

Project Name:

Project Lead:

1. Why?

A common challenge is determining what changes you can test to improve a process.

2. How?

A cause and effect diagram is an organisational tool that helps teams explore and display the many causes contributing to a certain effect or outcome. It will display a graphic of the relationship between causes and their effects, helping to identify areas for improvement.

3. Steps involved

1. Write the effect you wish to influence in the box on right hand side.
2. Decide on five categories of causes for the effect. See some standard categories below.
3. For each category generate a list of the causes that contribute to the effect (branch bones). Asking 'Why' should help develop causes.

Sample template fishbone diagram

