



FISH OUT YOUR ROOT CAUSE

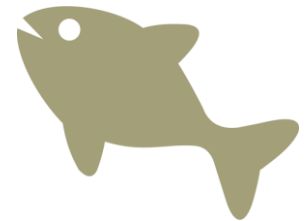


PURPOSE:

A fishbone diagram helps UBTC members, who have completed Level 2 or higher, identify the root causes of the problems in a process.

DIRECTIONS:

The second page of this tool has a simple template for starting a fishbone diagram.



Typical Root Cause Categories

HOW TO USE THE TOOL:

- 1 **Enter the problem** your UBT wants to solve in the far-right box. Pose it as a question.
- 2 **Enter category names** of likely causes in each of the remaining six boxes. (The suggested categories in the box to the right are just a starting point. Only use those that apply to your department's UBT project.)
- 3 **Write in likely causes** of the problem along the diagonal arrow of each category.
- 4 **Add identifying information to the page**, including the process name, who created the process, the date it was created, and whether the fishbone is draft or final.



People
(human factors)



Information
(data)



Tools
(machines, hand tools fixtures, technology, etc.)



Materials
(supplies, inventory)



Method
(process)



Setting
(environment)



FISHBONE DIAGRAM

PROCESS NAME

CREATED BY

DATE DRAFT FINAL

CATEGORY

CATEGORY

CATEGORY

PROBLEM to SOLVE

CATEGORY

CATEGORY

CATEGORY