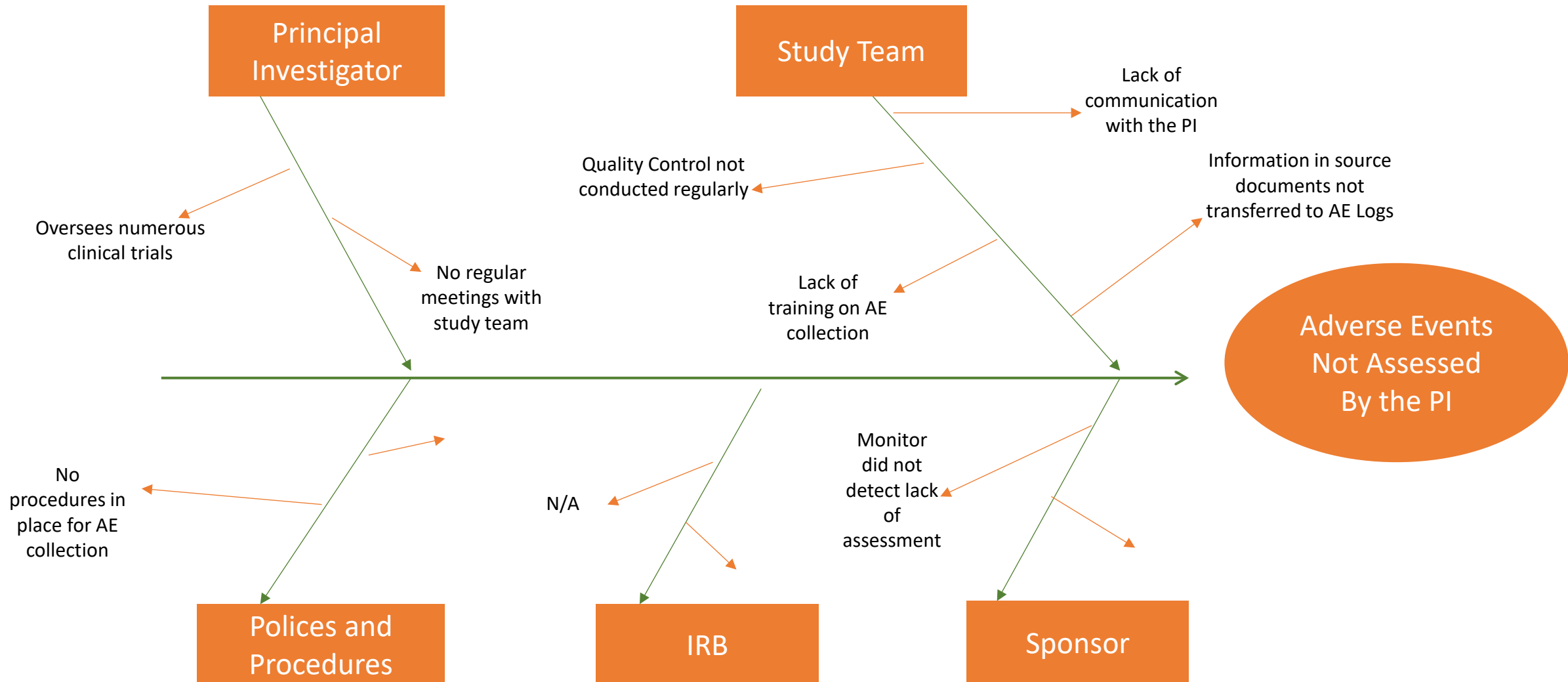


Fishbone Diagram – Tool

- 1) Use this tool to brainstorm with your team.
- 2) Involve team members who have detailed knowledge of the systems and processes involved with the problem you are investigating.
- 3) State the problem at the mouth of the fish.
- 4) Label the rectangles as the categories of potential causes:
Example: Personnel, Equipment, Materials, SOPs, etc.
- 5) Questions to brainstorm: How could each category have caused the problem to occur? For example: How could personnel have caused this?
- 6) Record the answers along the fishbone connected to that category.

Fishbone Diagram – Example



Fishbone Diagram – Example

