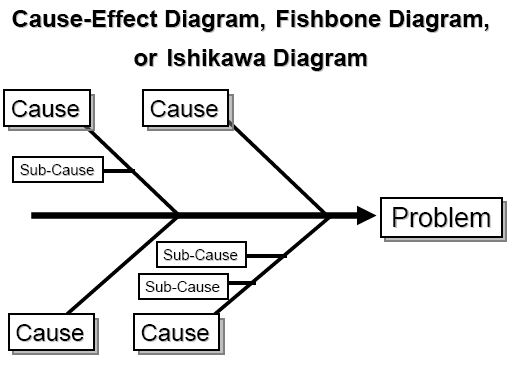
# CAUSE & EFFECT DIAGRAM

Also known as the fishbone or the Ishikawa diagram, the Cause & Effect Diagram is used to explore the root cause of a problem. Traditionally done in the shape of a fish, the facilitator asks a group to consider a problem, and then asks for the causes of the problem, and the causes of the causes, until all potential root causes have been explored.



Others prefer a **hub and spoke approach**, as it is easier to draw and expand with a group:

* Define the problem in a center circle and then draw a cause circle at each of the 4 compass headings.
* Ask the group to define at least these 4 causes (there may be more) and place them in the circles.
* Explore the sub causes of these 4 causes and continue until all causes have been explored.

The result will be an inventory of granular root causes, some of which will be excellent targets for improvement.

## **Cause & Effect Diagram**

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*Why don't people show up for the appointment?*

They forget, they are ambivalent, they feel stigma**, they don't have transportation**...

*Why don't they have transportation?*

They have no car, they are socially isolated, **they don't use the bus...**

*Why don't they use the bus?*

The bus is confusing, the bus costs too much, the bus schedule is inconvenient, they have children.

So now we have moved from *"Let’s fix the no show problem*", to "*Let’s do bus training, or provide bus tokens*"...  A much more actionable agenda.