Fishbone Diagram

1. Write the problem at the "head" of the fish
2. Identify the major cause categories ('bones')
3. Brainstorm all possible causes and sub-causes under each bone
4. Highlight the potential root causes that the team agrees are most significant

CAUSE CATEGORY

CAUSE CATEGORY

CAUSE CATEGORY

PROBLEM

CAUSE CATEGORY

CAUSE CATEGORY

CAUSE CATEGORY

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