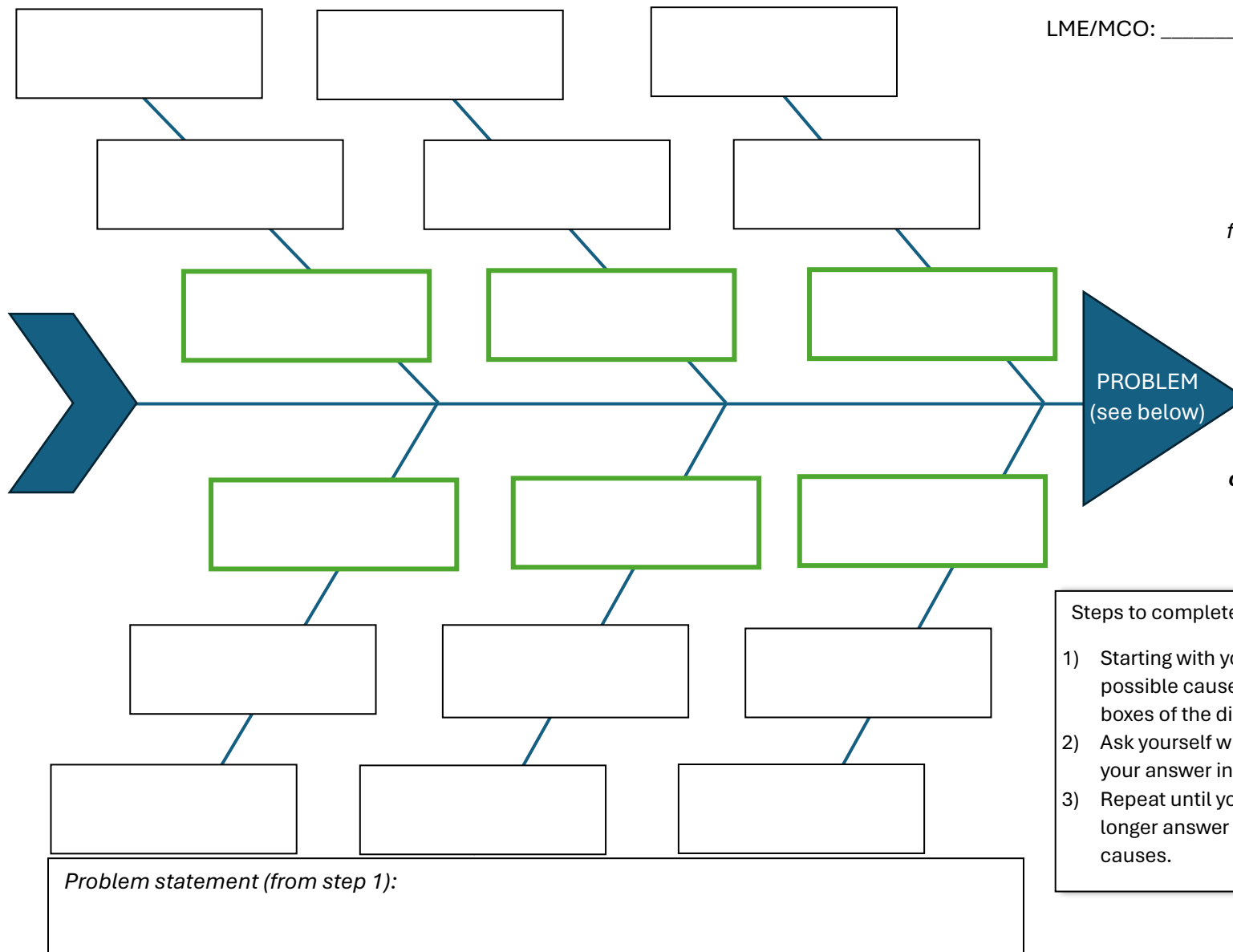


Root Cause Analysis Series

Step 2 (Option B): Cause and Effect Diagram (Fishbone Diagram)



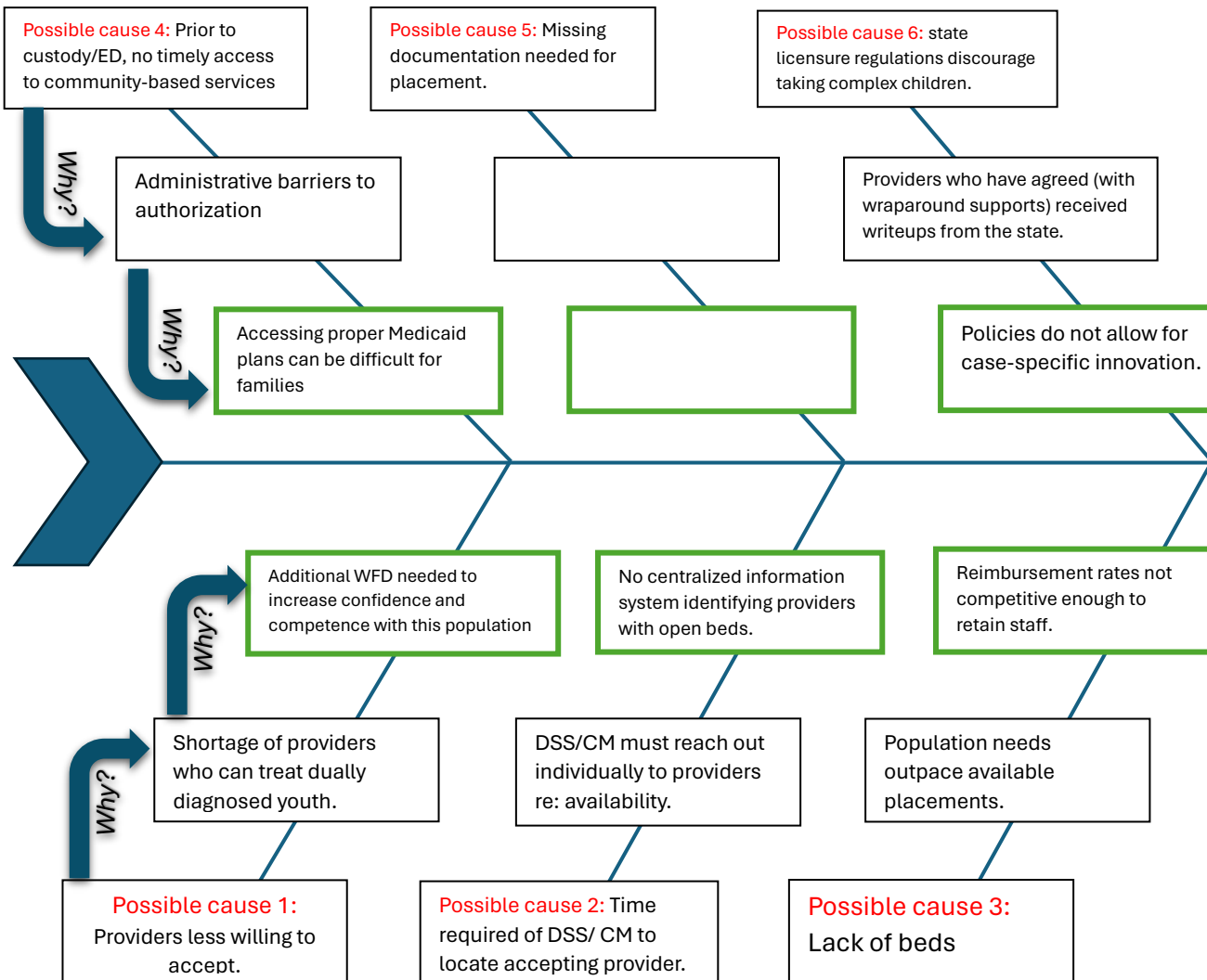
Your team can use this tool to further your investigation of root causes related to the identified problem. Follow the steps below in preparation for step 3. **Please note, this template serves only as a guide. Templates vary, as some sort responses by category. Some bones may require you to ask why more times. Additionally, as you begin to list causal factors, you may find some responses need to be moved to other bones, 2 bones are combined, etc.**

Steps to complete:

- 1) Starting with your initial problem statement, list possible causes. Place one in each of the outermost boxes of the diagram (template holds 6).
- 2) Ask yourself why that causal factor came to be. Place your answer in the next box on the “bone.”
- 3) Repeat until you reach the center line and can no longer answer the question “why?” These are root causes.

Root Cause Analysis Series

Step 2 (Option B): Cause and Effect Diagram (Fishbone Diagram)



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EXAMPLE

Steps to complete:

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Problem statement (from step 1): In Imagination County from January to March, children identified as meeting the state settlement complex needs definition (e.g., criteria qualifying them as Children with Complex Needs) waited, on average, 5 days longer to achieve requested placements than other children/youth not meeting the definition.

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