

CAUSE-EFFECT DIAGRAM (ISHIKAWA DIAGRAM)

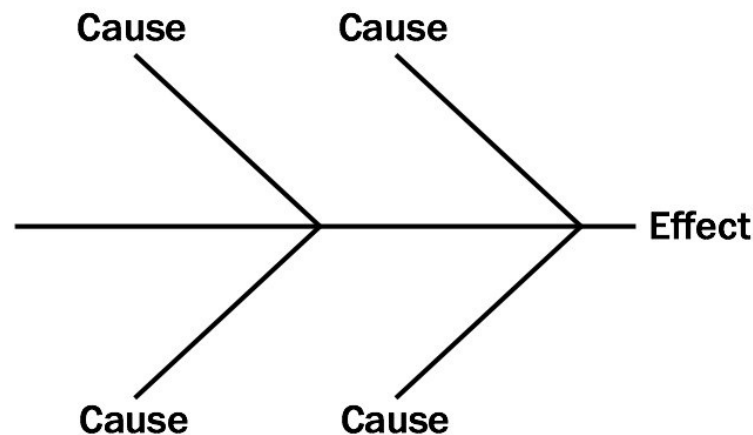
What is the Cause-Effect Diagram?

The cause-effect or Ishikawa diagram consists of a graphical tool that relates a problem or effect with the factors or causes that possibly generate it. This diagram is very important since it is in charge of looking for the different causes that affect the problem under analysis, avoiding the error of directly looking for solutions without questioning what the true causes are.

The name of the Ishikawa diagram comes after Dr. Kaoru Ishikawa, one of the leading promoters of quality in Japan and around the world, and who consistently used the cause-effect diagram.

The Ishikawa diagram (DI), will not only help us not to take the causes as obvious, but also try to observe the problem from different perspectives.

Next, we will see an example of a cause-effect diagram:



Referencia

Gutiérrez, H. y De la Vara, R. (2009) *Control estadístico de calidad y seis sigma*. [Statistical quality control and six sigma] Recuperado de <https://www.uv.mx/personal/ermeneses/files/2018/05/6-control-estadistico-de-la-calidad-y-seis-sigma-gutierrez-2da.pdf>