

STEPS FOR BUILDING AN ISHIKAWA DIAGRAM

The procedure to make a cause-effect diagram is the next:

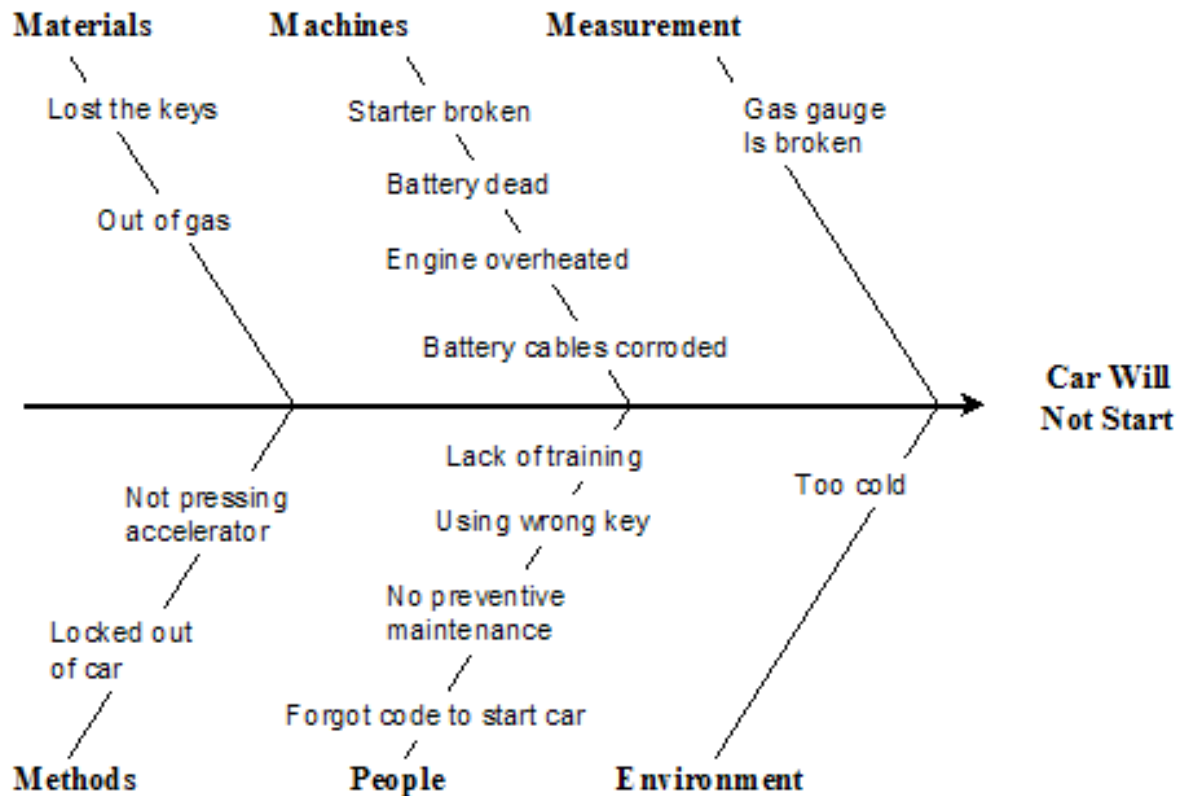
1. Choose the effect you want to analyze and write it on the right end of a sheet, simulating the "head of the fish"
2. Draw a horizontal line starting from the head and going through the blade, simulating several slightly inclined "main spines".
3. Note the main causes that contribute to the analyzed effect. Brainstorming can be used at each end of the "main spines".
4. Identify the most important causes.
5. Look for additional information to verify the cause-effect relationship.

This diagram is used in the problem analysis, selection, and solution planning stages.

When it comes to technical issues, the 6m method can be used: people, Materials, machines, Methods, measurements and environment.

And if it is about commercial problems, the 4P method is used: People, products, price and promotion.

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Referencia

Garcia, G., Zayas, E. (s.f.) *El proceso de solución de problemas. [The troubleshooting process]* Recuperado de http://biblioteca.utec.edu.sv/siab/virtual/elibros_internet/55764.pdf