

materials (supplies, inventory)

tools (machines, hand tools fixtures, technology, etc.)

Information (data)

people (human factors)

milieu (environment)

method (process, assembly steps)

**Directions:** The reverse side of this page includes a simple template for starting a fishbone diagram.

To use the template:

1. **Enter the problem** you want to solve in the far right box. Pose it as a question.

2. **Enter category names** of likely causes in each of the remaining six boxes. (The suggested categories to the right are just a starting point. Use categories that apply to your work.)

3. **Write in brainstormed ideas** about the problem along the diagonal arrow.

4. **Add identifying information to the page,** including the process name, who created the process,
the date the process was made, and whether the process map is draft or final.

**NOTE:** Fishbone diagrams can be harder than they look. Work with your local improvement advisor
or UBT consultant to help lead your team in the process. See completed examples online at
**LMPartnership.org/tools/fishbone-examples**.

**Fish Out Your Root Cause**

**Purpose:** A fishbone diagram helps identify the root causes of the problems in a process.

**Who:** Level 2 team and higher.

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