

**Exercise 10a**

**Root Cause Identification – Matrix Diagram**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Instructions:**

1. Use the information provided to create a Matrix Diagram.

**Background Information**

*A furniture manufacturer which had successfully grown over the past 33 years started seeing an increase in customer dissatisfaction. The furniture was made at the company’s manufacturing site then sold in stores or on-line with delivery and installation provided at the customer site. Complaints regarding the quality of the furniture were varied and consisted of the following:*

- *Handles falling off*
- *Chipped and scratched surfaces*
- *Cabinet doors not closing properly*
- *Drawers stuck shut on night tables*

*Based on this information, brainstorm to identify the potential causes and create a matrix diagram.*

**Steps**

1. Select the problem characteristics and possible causes to be analyzed for types and levels of relationships.
2. Create an empty matrix of suitable size. (Refer to the template provided.)
3. Plot the variables on the diagram.
4. Indicate impacts by using the symbols shown below:

Relation	Symbol	Weight
Weak		1
Medium		3
Strong		9

5. For each column in the diagram, calculate the total impact and present the sum.
6. Possible causes with large sum are likely root causes.

AQS200 – Root Cause

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Problem Characteristics	Possible Causes					
<b>Total Impact Score</b>						

**Matrix Diagram Template**