

Exercise 10b

Root Cause Identification – Cause & Effect Chart

Name: _____

Date: _____

Instructions:

You visited your inner chef and wanted to bake a celebratory cake. However, after following the recipe diligently (at least you thought so), the individual layers looked more like pancakes than the beautiful layers in the picture.

Use the cause and effect chart to determine what may have gone wrong.

Steps

1. Clearly describe the problem for which causes are sought.
2. Using a whiteboard or some other large surface, draw the problem at the right end of a large arrow. Allow space for the causes to be generated. (Refer to the template provided on page 2.)

Do not strive for symmetry and graphic effects.

3. Identify the main categories of causes of the problem and write them on branches emanating from the large arrow.
4. Brainstorm and write all possible causes in the applicable area(s) of the chart. Use brief and clear descriptions. Proceed through the chart one main category at a time. Write causes that belong under more than one category in all relevant positions.
5. Analyze the identified causes to determine the most likely root causes.

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