Exercise 9b
Problem Cause Data Analysis – Relations Diagram

Name:＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿ Date:＿＿＿＿＿＿＿＿＿

Instructions:

1. Examine the ***high costs of health insurance***.
2. Create relations diagram, utilize template provided.

Steps

1. Determine the potential factors of health insurance costs. Analyze these factors for possible relationships and label these using brief and succinct definitions.

2. Plot the factors on an empty chart on a whiteboard, preferably in a roughly circular shape.

3. Assess what impacts each factor and which factors are impacted by it, and illustrate the relationships using arrows.

4. After all relationships have been assessed, count the number of arrows pointing into and away from each factor and denote this information on the diagram.

5. Depending on the number of arrows pointing in each direction for a factor, it can play one of two roles:

    • ***Driver***: more arrows away from than into
    • ***Indicator***: more arrows into than away from

6. When continuing the root cause analysis, the drivers form the starting point.

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X in Y out

Element 1

X in Y out

Element 6

X in Y out

Element 2

X in Y out

Element 5

X in Y out

Element 3

X in Y out

Element 4