

**Exercise 6c**

**Problem Cause Investigation – Is-Is Not Matrix**

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

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

**Instructions:**

1. Use the problem identified from either Exercise 6a Brainstorming or 6b Brain-writing.
2. Apply the Is-Is Not Matrix to:
  - a. Understand plausible problem causes
  - b. Identify issues that are definitely not related to the problem.

**Steps**

1. Use the Is-Is Not Matrix template provided.
2. Identify the problem in the upper left corner of the matrix.
3. Fill in the “Is” column.
4. Fill in the “Is Not” column.
5. Compare the “Is” and “Is Not” information for anything odd or that stands out and place these in the “Distinctions” column.
6. For each element in this column analyze how it could be a cause of the problem.
7. For possible causes identified this way, test them by checking if they explain all items in the “Is” and “Is Not” columns. Those that do are likely the real causes.

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Problem Cause Investigation – Is-Is Not Matrix

**Is-Is Not Matrix Template**

<b>Problem:</b>	<b>Is</b>	<b>Is Not</b>	<b>Distinctions</b>
<i>What occurs, what objects are affected?</i>			
<i>Where does the problem occur?</i>			
<i>When does the problem occur?</i>			
<i>Extent of problems</i>			
<i>Who is involved?</i>			