OrbusSoftware

How to Create an Ishikawa Diagram

What is an Ishikawa Diagram?

An Ishikawa diagram identifies and classifies the causes of potential defects or problems.

e Analyze Define nprove Control

When to use Ishikawa Diagram

This tool can be used during the Measure (to classify potential causes) and the Analyze (to analyze root causes) phases of a DMAIC Project.

What is the purpose of an Ishikawa diagram?

To help look beyond symptom to uncover potentia root causes.

to a root cause identification effort.

To ensure a well balanced list of ideas have been generated during brainstorming and that major possible causes are not overlooked.

How to create an Ishikawa diagram



Define the problem statement. This will be the head of the fish.

Define the major cause categories. These will be the spines.

Brainstorm to detect the ssible causes per category.

Focus on one category at a time and discover the root cause of each possible cause.

Map it out in programs such as Excel or Visio and review the diagram for

Identify and mark causes that are most critical according to the team.

Develop plans to confirm that the potential causes are actual causes.

Tips to define a problem statement

You can use the SMART rules to define the problem statement:

MEASURABLE Quantify the problem

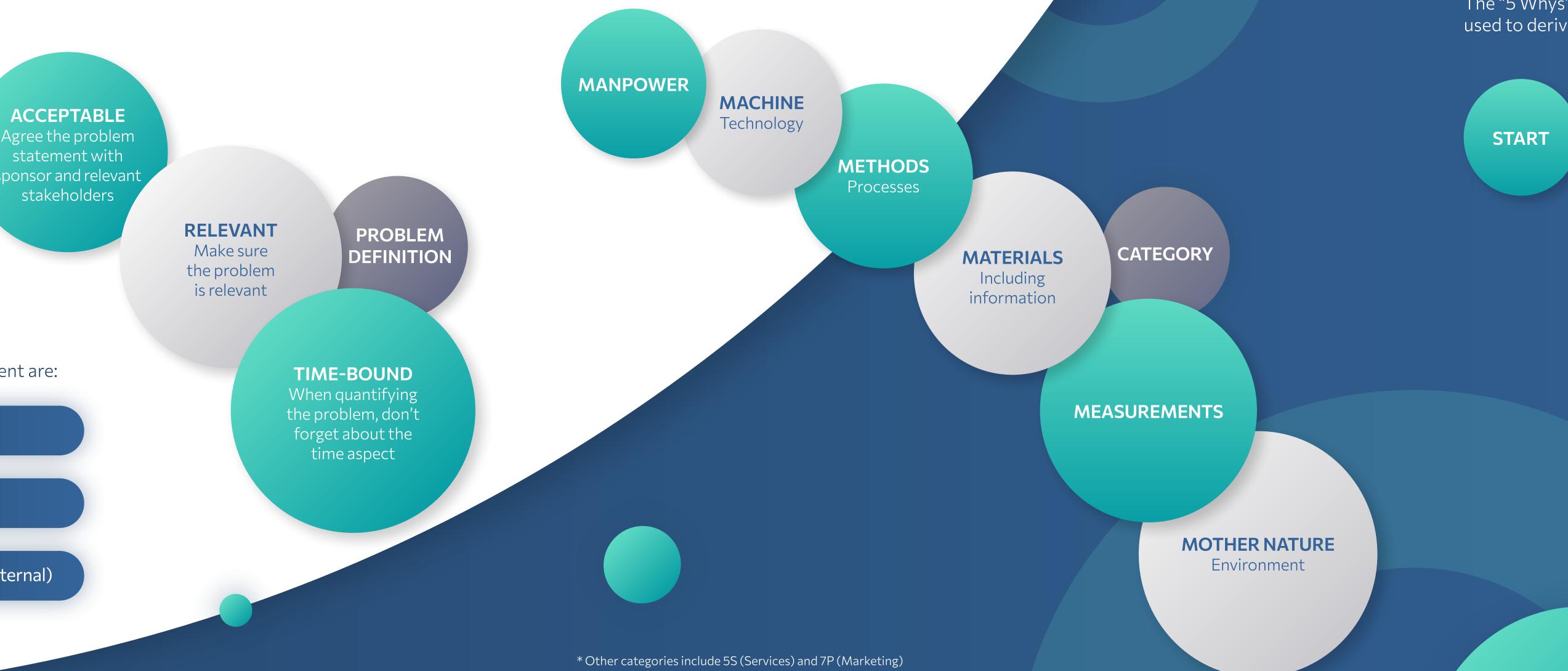
Potential sources of a problem statement are:

Financial results

Process KPI's

Voice of the customer (internal & externa

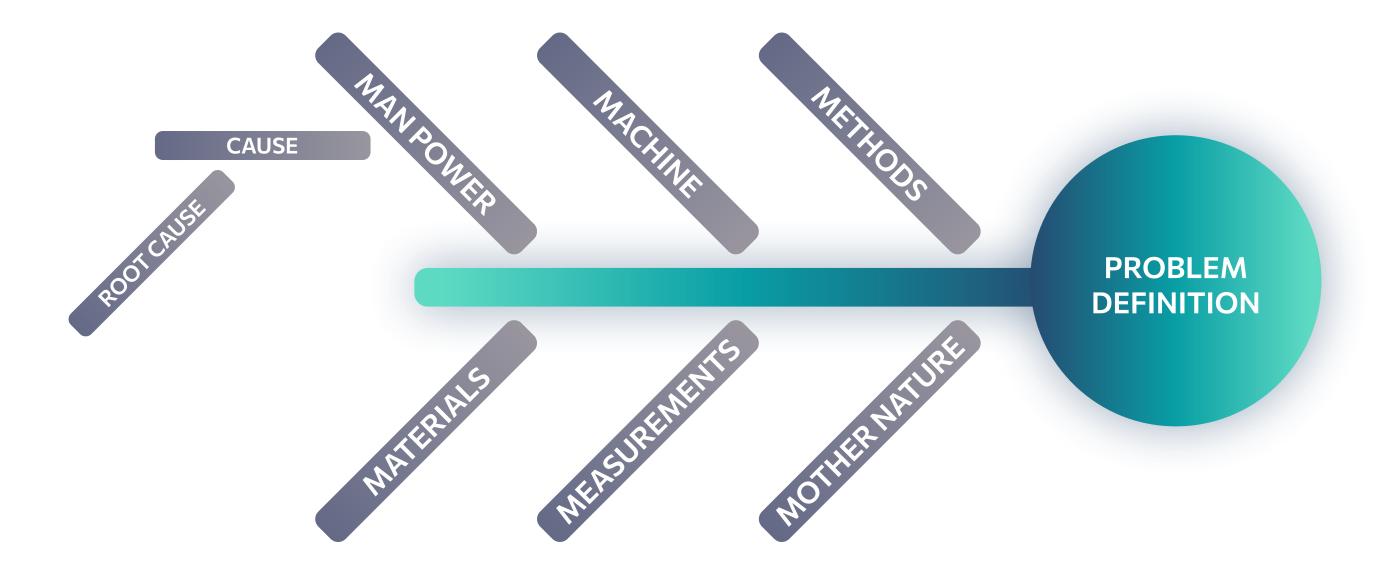
Define the major factors involved using the 6M*



- 5 Whys



Ishikawa Diagram Structure





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