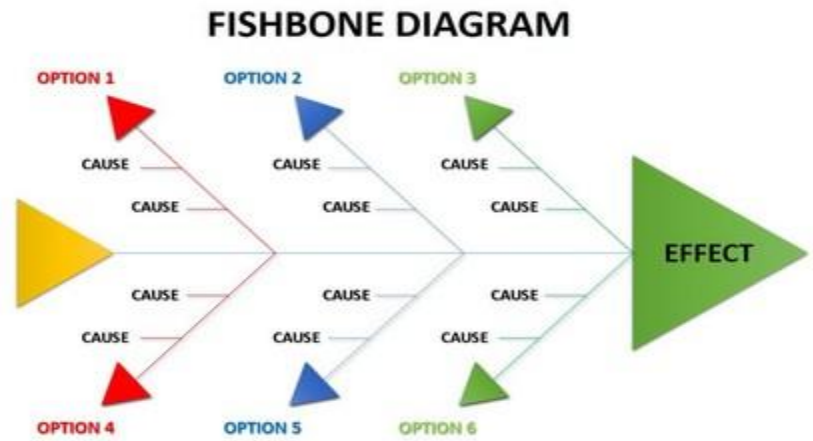# FISHBONE DIAGRAMMING

A fishbone diagram is a visual tool used to identify, explore and visualize all the root causes, not just the most obvious or surface level ones, related to a problem. It is used in the 'Analyze' phase of Lean Six Sigma's DMAIC approach to problem solving.

They are called fishbone diagrams because of their unique shape – when complete, they resemble a fish skeleton. They are also called Cause and Effect Diagrams or Ishikawa Diagrams.

How to Create a Fishbone Diagram

1. Identify the problem statement (head of the fish) (Effect)
2. Classify the main categories (bones of the fish) (Options)
3. Brainstorm the root causes (smaller bones of the fish) (Causes)
4. Vote on the top root causes of the problem
5. Create an action plan to solve the problem at the root

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Types of Fishbone Diagram	
The Simple Fishbone	• Does not have pre-defined categories, allowing the team to use whatever categories make the most sense for their problem • Can be used in any industry
The 4S Fishbone	• The four "bones" branching off the spine are designated as systems, surrounding, skills and suppliers • Commonly used in the service industry (i.e. poor customer feedback)
The 6M Fishbone	• The six "bones" are designated as machines, materials, manpower, mother nature, measurements and methods • Commonly used in the manufacturing industry
The 8P Fishbone	• The eight "bones" are designated as physical evidence, personnel, place, product (service), price, promotion, process and productivity/quality • Commonly used in the service industry, manufacturing and administrative functions

When to use a fishbone diagram:

- To identify the possible causes of a problem
- To reveal bottlenecks or areas or weakness in a process

Shared Health works collaboratively with our provincial service delivery partners to develop and deliver lean training to staff across Manitoba.

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