

# Fishbone Diagram (Ishikawa)

## Document Control

Document Name	Date	Author	Role	Status
Fishbone Diagram	February 16, 2025	Sonal Khobragade	Business Analyst	Approved

## Introduction

This document provides a placeholder for the Fishbone (Ishikawa) diagram analyzing the causes of Order Fulfillment Delays. The diagram visually organizes potential causes into categories to identify root causes. The standard categories used are People, Process, Systems, Materials, Environment, and Metrics.

**Note:** The original instruction requested a .vsdx file format, which cannot be generated directly by this system. This PDF serves as a placeholder and structural representation. A separate tool like Microsoft Visio or Lucidchart would be required to create the editable .vsdx file.

# Fishbone Diagram Structure (Placeholder)

---

## Problem: Order Fulfillment Delays

### People

- Insufficient training
- High staff turnover
- Lack of motivation
- Incorrect procedure execution
- Communication issues

### Process

- Inefficient pick paths
- Manual data entry steps
- Complex approval workflows
- Lack of standardization
- Poor handoffs between teams
- Inadequate quality checks

### Systems

- WMS limitations (no real-time sync, no optimization)
- Outdated address validation API
- System downtime/performance issues
- Poor integration between OMS, WMS, ERP

- Lack of real-time visibility tools

## Materials

- Inventory inaccuracies
- Stock-outs
- Damaged goods
- Incorrect product labeling
- Shortage of packing supplies

## Environment

- Warehouse layout inefficiencies
- Poor lighting/ergonomics
- Weather disruptions
- Seasonal volume peaks
- External carrier issues

## Metrics

- Lack of real-time performance tracking
- KPIs not aligned with goals
- Data latency in reporting
- Inaccurate baseline measurements

[This structure represents the categories and potential causes identified. A graphical .vsdx diagram would show these branching off the main problem statement.]

