

Statistical Thinking and Problem Solving

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Statistical Thinking and Problem Solving

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Activity: Developing a Cause-and-Effect Diagram

Activity: Developing a Cause-and-Effect Diagram

Use the steps below to develop a cause-and-effect diagram for the following problem: arriving late to work, school, or to a regularly scheduled appointment. (Or you can complete this activity for a problem that you are trying to solve.)

1. Define the problem or effect.
2. Define the categories.
3. Brainstorm potential root causes.
4. Identify the most probable root causes.

Note: Do this on a piece of paper, a chalkboard, a whiteboard, or a flip chart. When you're finished, you can re-create the diagram in JMP or using another template.

To re-create the diagram in JMP, select **Analyze, Quality and Process**, and then **Diagram**. For information about how to create a cause-and-effect diagram in JMP, search for "cause and effect" in the JMP Help at www.jmp.com/help.

Hide Answer

Solution (there are many possible solutions): In your final diagram, you should identify the top two or three potential causes.

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