

Practical Management for Career Readiness



Effective Problem Solving and Decision Making Module 2



with Rob Stone, M.Ed., PMP

Cause and Effect Diagram

Three Terms – Same Tool

Cause and Effect Diagram (CE Diagram)

Fishbone Diagram

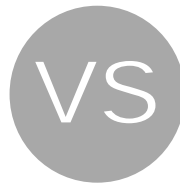
Ishikawa Diagram

Cause and Effect Diagram

A visualization tool for categorizing the potential causes of a problem in order to identify its root causes.

CE Diagram

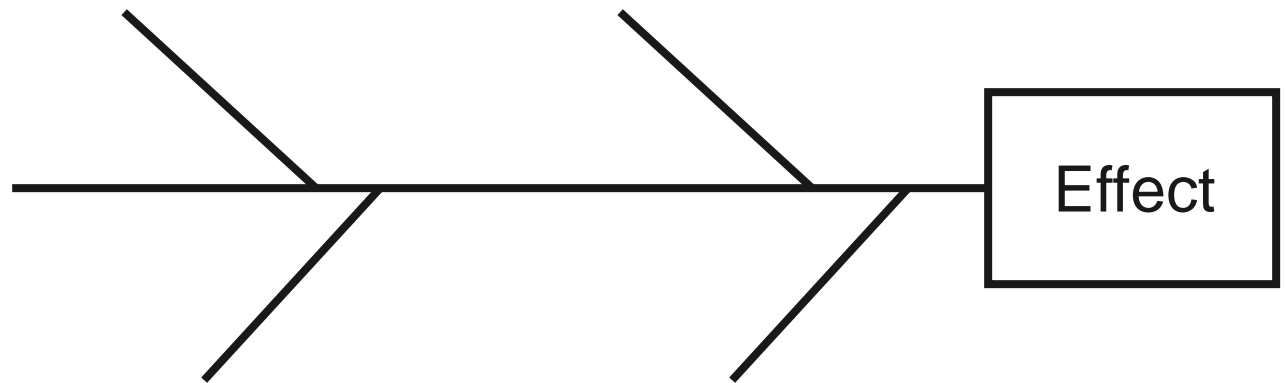
Shows issues that cause most of our problems



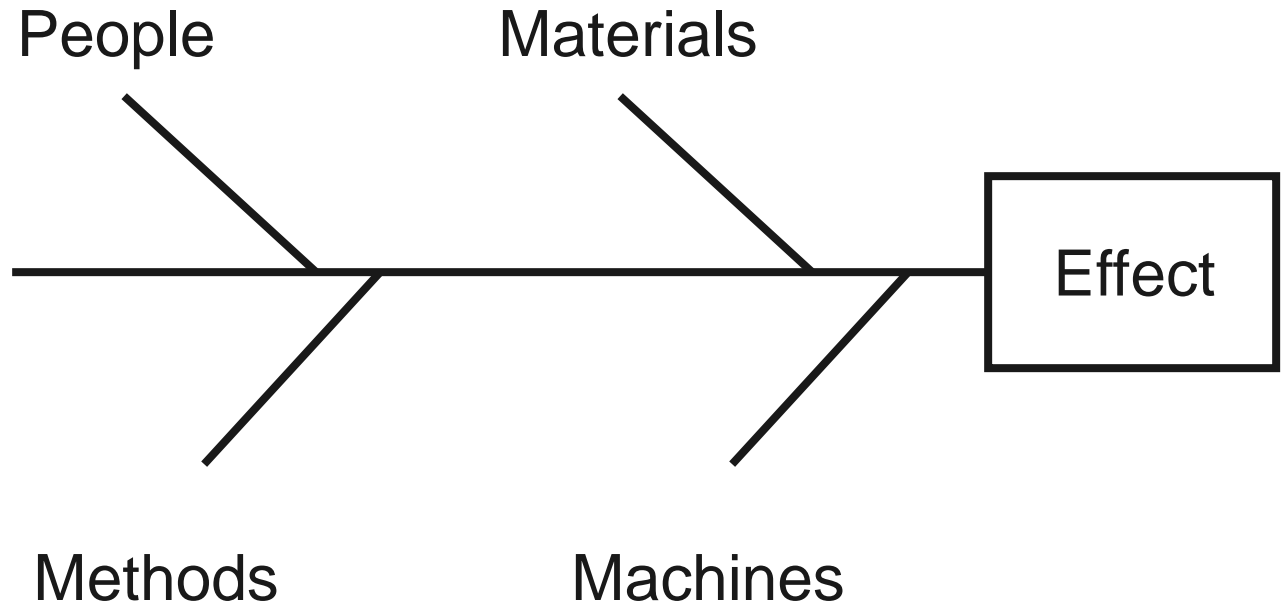
Pareto Chart

Helps focus our efforts on the most important things

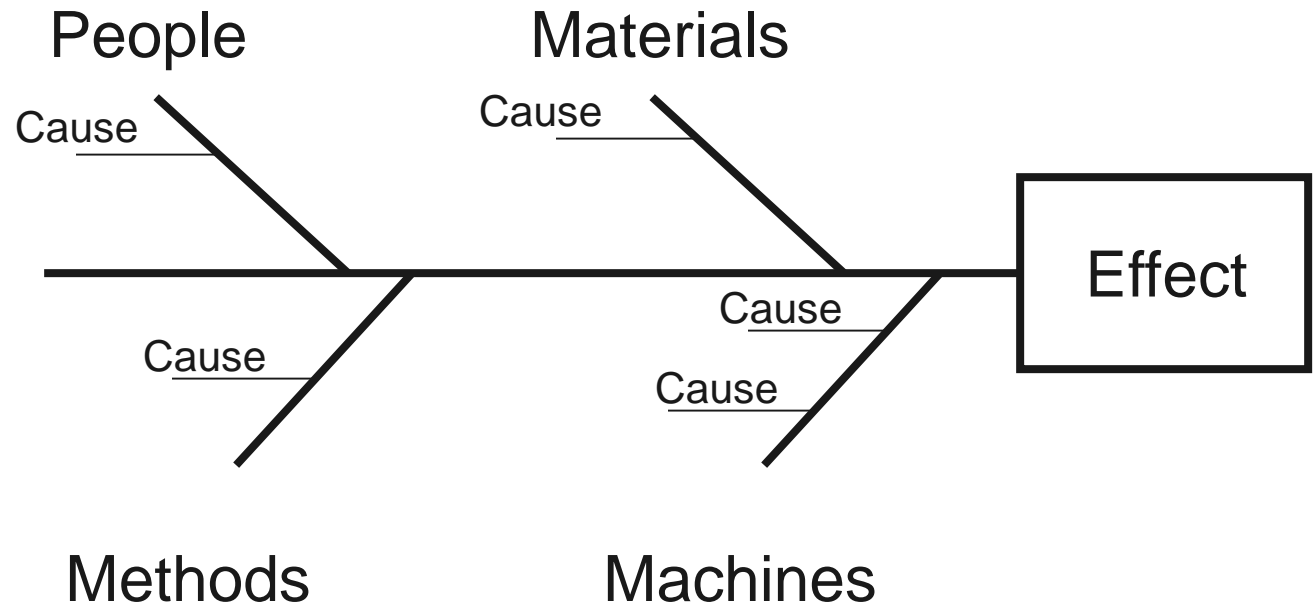
The Effect: The thing we are examining



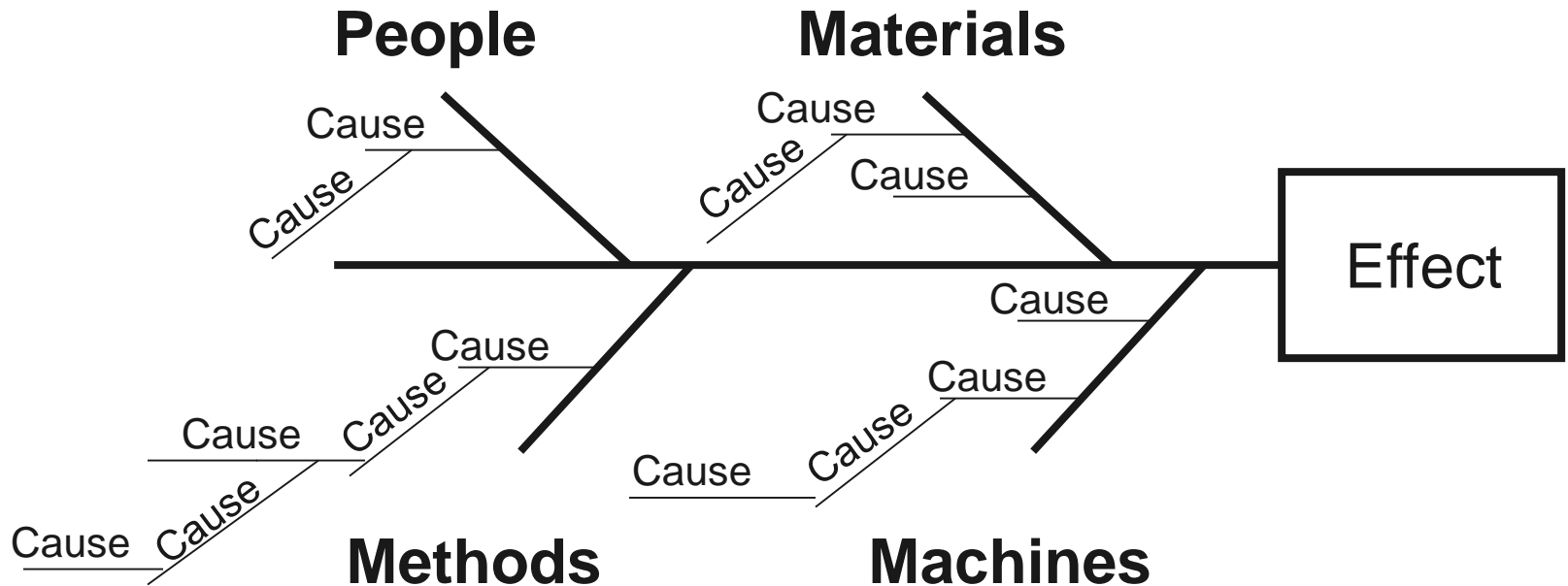
Categories: Four Common Ones



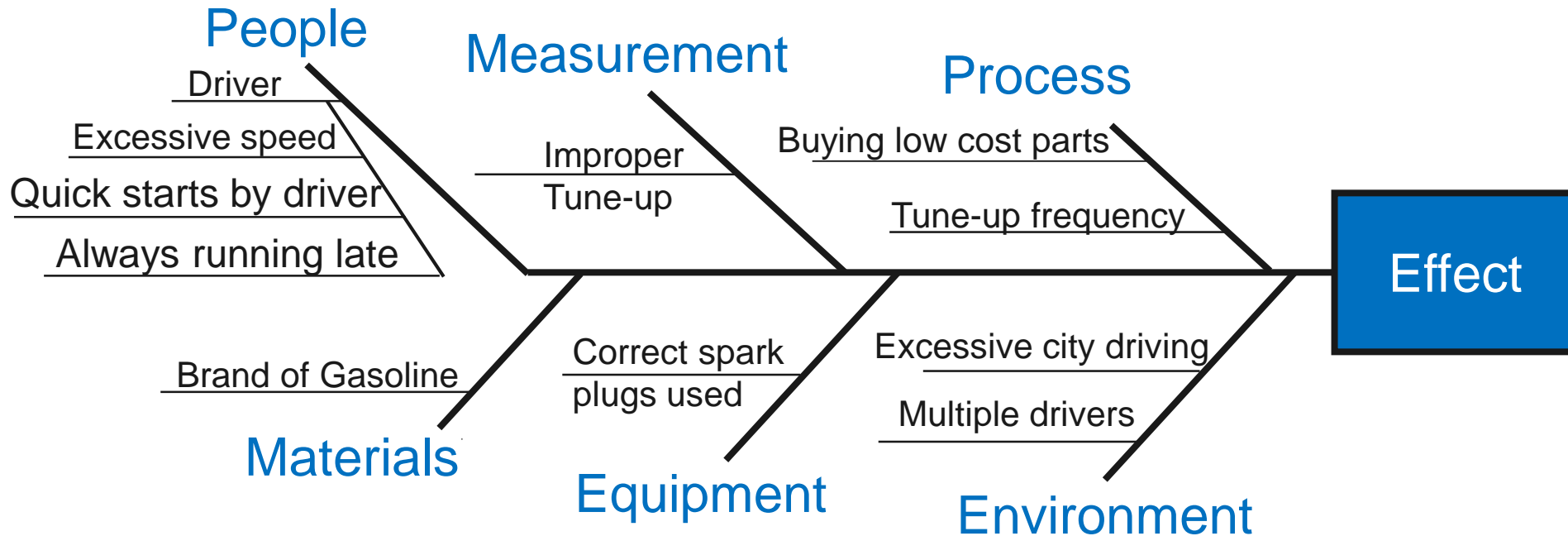
The Causes: What causes the effect?



Root Causes: Keep asking why



Poor Gas Mileage



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