

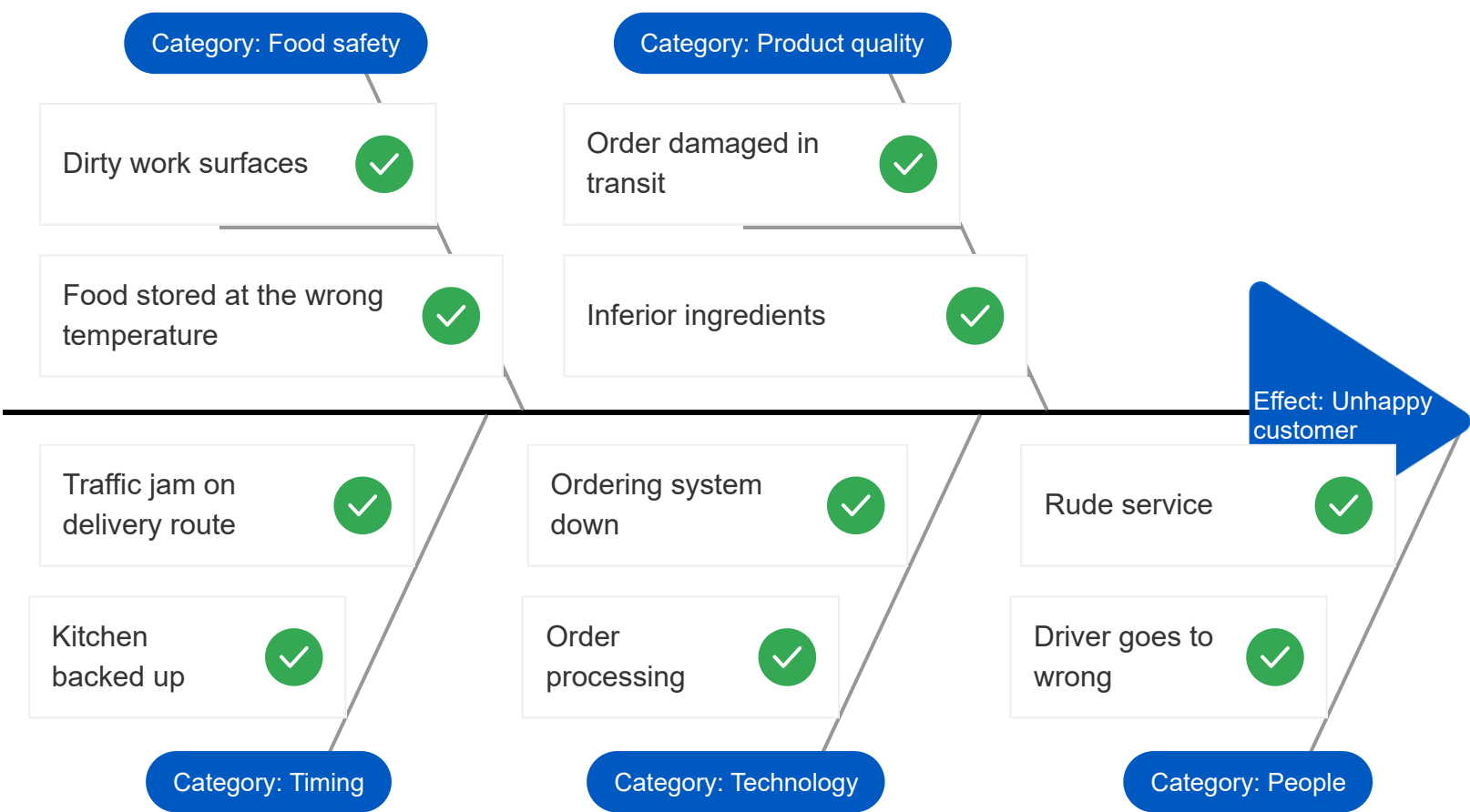
Understanding cause and effect

Fishbone diagram and risk assessment

Identify potential causes

This diagram shows multiple causes and a resulting effect—an unhappy customer. Match the potential cause to the correct risk category by dragging it to the line that leads to that category. Or, use the plus sign to select the category associated with the potential cause.

You’ve categorized everything.



Next: risk assessment

