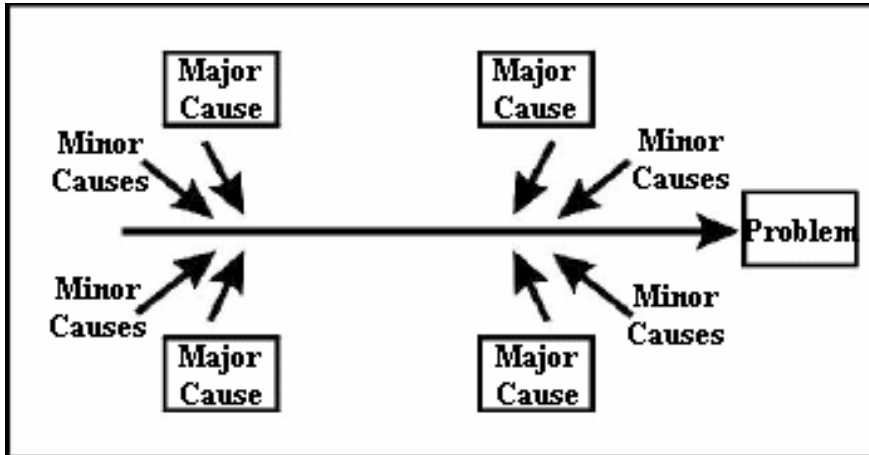


## Cause and effect diagram

### What is it?

Cause and effect diagrams show the relationship between an effect (problem/ issue/ process or event) and its potential causes.



### Method

1. Name the problem, event or issue
2. Decide the major categories of causes.
3. Brainstorm for causes and group them by major cause.
4. Eliminate causes that do not apply.
5. Discuss the remaining causes and decide which are most important.