



CAUSE AND EFFECT DIAGRAM

This tool will help you analyze the defined problem or opportunity in a detailed manner, breaking it down in its causes and effects.

Instructions

- (1) Write down the problem or opportunity that will be addressed.
- (2) Discuss: Why does this situation exist? Write down the answer on the left column: "Direct Cause".
- (3) Iteratively ask yourselves why does this problem arise with each of the identified causes. This methodology helps you find the main cause (origin) of the problem.
- (4) After identifying the causes, focus on the effects this situation generates. Write down the answers on the right column: "Direct Effect".
- (5) To deeply understand the impact this situation generates, think and discuss all the whys of each identified effect.

