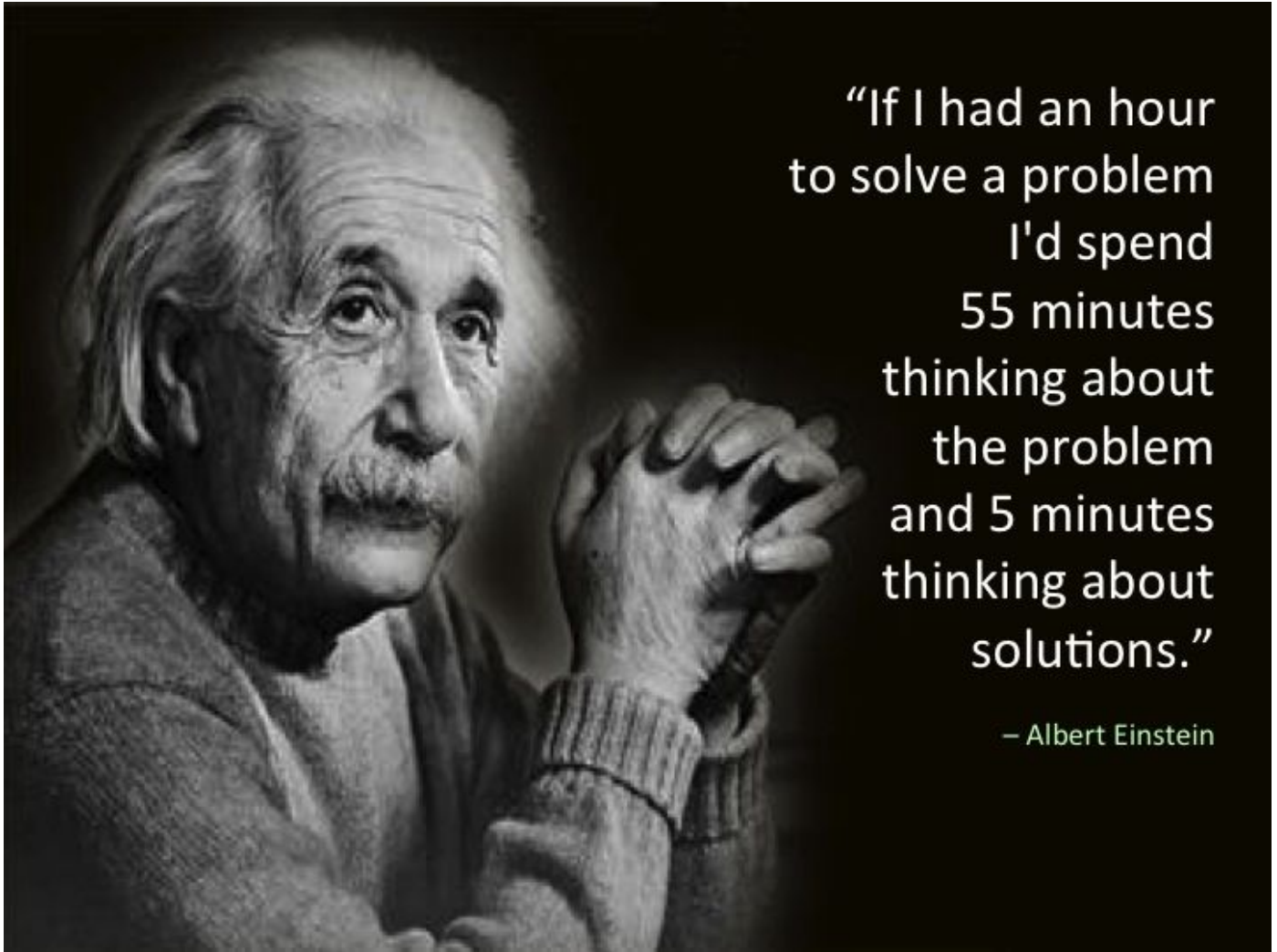


**Fishbone Analysis
Root Cause Presentation**



“If I had an hour
to solve a problem
I'd spend
55 minutes
thinking about
the problem
and 5 minutes
thinking about
solutions.”

– Albert Einstein

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The Einstein graphic is so valuable - It speaks to us about slowing down to think and think deeply about a problem and less time coming up with the solution... because if we jump to the solution, we have not really thought about the problem!!

The Fishbone Analysis sometimes called a 'Cause and Effect' Diagram is a tool that helps in finding/discovering the causes or reasons behind/beneath a problem or challenge. The underlying factors/causes of a problem.

When we understand the reasons something is not working we can develop actions to help us correct it.

The Fishbone can help us to brainstorm possible causes of a problem and sort those into categories. Which is why it works best as a team process. It is a visual way to look at cause and effect.

The problem or challenge is placed at the head of the diagram/fish, then possible contributing causes are listed on the smaller bones, under various categories.

It helps us to see possible causes that may have otherwise not been considered
For our Problem of Practice (PoP), it is important to have a clear and specific PoP statement. Being specific helps look more deeply as to the cause and effect. Those smaller bones under the categories help us to get to the "root" of the category, thus helping us get to the "root" of the problem. Root Cause Analysis! For example, if the effect (head) is Low Parent Participation, then one category suggested might be "Unwelcome Environment". The smaller bones might be brainstormed as language barriers, untrained staff, safety or security issues, overworked staff..

The Fishbone will also help your team stay focused on causes rather than trying to immediately jump to solutions.

- In this scenario - we created a Jamboard for you to use and create your fish.. But at home, at your facility you can use a flipchart with sticky notes or a dry erase board. These are great ways to help gather the thoughts... that is what this step is about, just gathering the thoughts and ideas around possible causes.
- The 5 Whys is frequently used in conjunction with the Fishbone Diagram. Keep asking why until you get to root causes... when you can't logically ask why anymore!
- The value of the fishbone is to dig deeper. Go beyond what's on the surface to better understand people or systems, so they can be addressed.
- Another example: PoP - 30% over weight limit
 - Categories may include poor diet, lack of exercise, Genetics, medical reasons
 - The smaller bones might be 1) Poor Diet: too much processed food; More soda than water, too many sweets. 2) Lack of Exercise: Desk job; too much TV; drive everywhere, no walking. 3) Genetics: Parents pass on large appetites, genetically big people, generational bad habits. 4) Medical: hypothyroidism, Steroids etc...

One thing to watch out for when working on the Fishbone Diagram is to be careful not to define the problem in terms of a solution. Ie.. We need more staff.

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Agree on major categories of causes/reason of the problem as a team

- You may want to brainstorm reasons (small bones) and then categorize them.

Brainstorm all the causes your team members can think of. This is an area where everyone's voice will be important - each brings a unique perspective to the conversation and needs to be heard.

As you create categories, you can continue to ask Why?

All these steps help the team get to a deeper level of understanding of the effect. Like weeds in your yard! If you only cut off what you see above the dirt - it is only a matter of time and that weed will return. You have to get down to the "Root" of the problem!