



**EHA CLINICS**  
(JCI Accredited)



# Fishbone Diagram



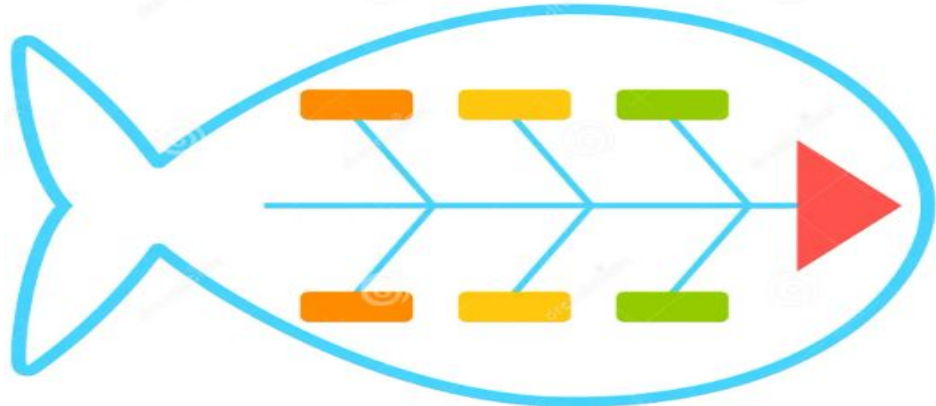
# Introduction

The fishbone diagram (also known as ishikawa diagram) is another cause and effect, root cause problem solving tool.

This is a bit more extensive than the 5 whys as it explores the problem in various ways (like the bones of a fish(causes) that spread out from the head(effect)).

There are many categorizations out there but at EHA Clinics, we look at causes under 5 categories namely:

- People
- Policy
- Communication
- Technology
- Management.



# Fishbone RCA

When there is a problem we gather the people involved, define the problem, then look at the 5 factors and how they may have caused the problem.

After thinking of all the possible causes in the 5 categories, we go ahead and ask why for each cause to ensure that we have captured all possible causes.

Next, we pick 2 or 3 of these causes that represent the major cause of the problem. To pick these, select causes that:

- is the last “why” in your series of “why”
- cause so many other problems
- can almost/completely explain the whole problem and ripple effect.

These are the causes that we primarily address.

# Fishbone RCA Sample

**Problem** - I feel hungry this morning

## Causes

**People** - I did not check if milk was remaining before I concluded that I will have tea for breakfast this morning.

**Policy** - The process for restocking items was not followed. No contingency plan for when immediate communication is not possible

**Communication** - Lack of communication on the non-availability of milk at home.

**Technology** - Roommates phone battery died.

**Management** - Poor restocking process that does not take into account the poor power supply in the area

# Fishbone RCA - Next Steps

In our example, the main areas to address would be poor restocking process and no contingency planning.

This is because these areas are the last “why” in the series of “why”, they cause so many other problems and can almost/completely explain the whole problem and ripple effect.

Next step would be to come up with proactive solutions to the prevent a recurrence of the problem. Remember to share responsibilities to implement and monitor the solutions.

Find templates attached as additional resources.

Next up, principle 5 and 6!

