



LEAN PRESENTATION

FISHBONE TOOL

PRESENTED BY:
CONTINUOUS IMPROVEMENT TEAM

PRESENTATION OUTLINE

- **History of the Fishbone Tool**
- **What is the Fishbone Tool?**
- **Practical application of the Fishbone Tool**

HISTORY OF THE FISHBONE TOOL

The Fishbone Tool or diagram can also be known as the Ishikawa Diagram or Cause and Effect Diagram. Dr. Kaoru Ishikawa created this diagram in the 1960's and it became popular with the industrial world outside of Japan. Manufacturing companies used the "Ishikawa/Cause and Effect diagram" as a way to analyze a "Problem/Defect" and seek to find the "Cause" in the diagram.



Dr. Kaoru Ishikawa

Born: July 13, 1915 Tokyo, Japan (1915-07-13)

Institutions: University of Tokyo, Musashi Institute of Technology

Known for: Ishikawa diagram, quality circle, Japanese organizational theorist.

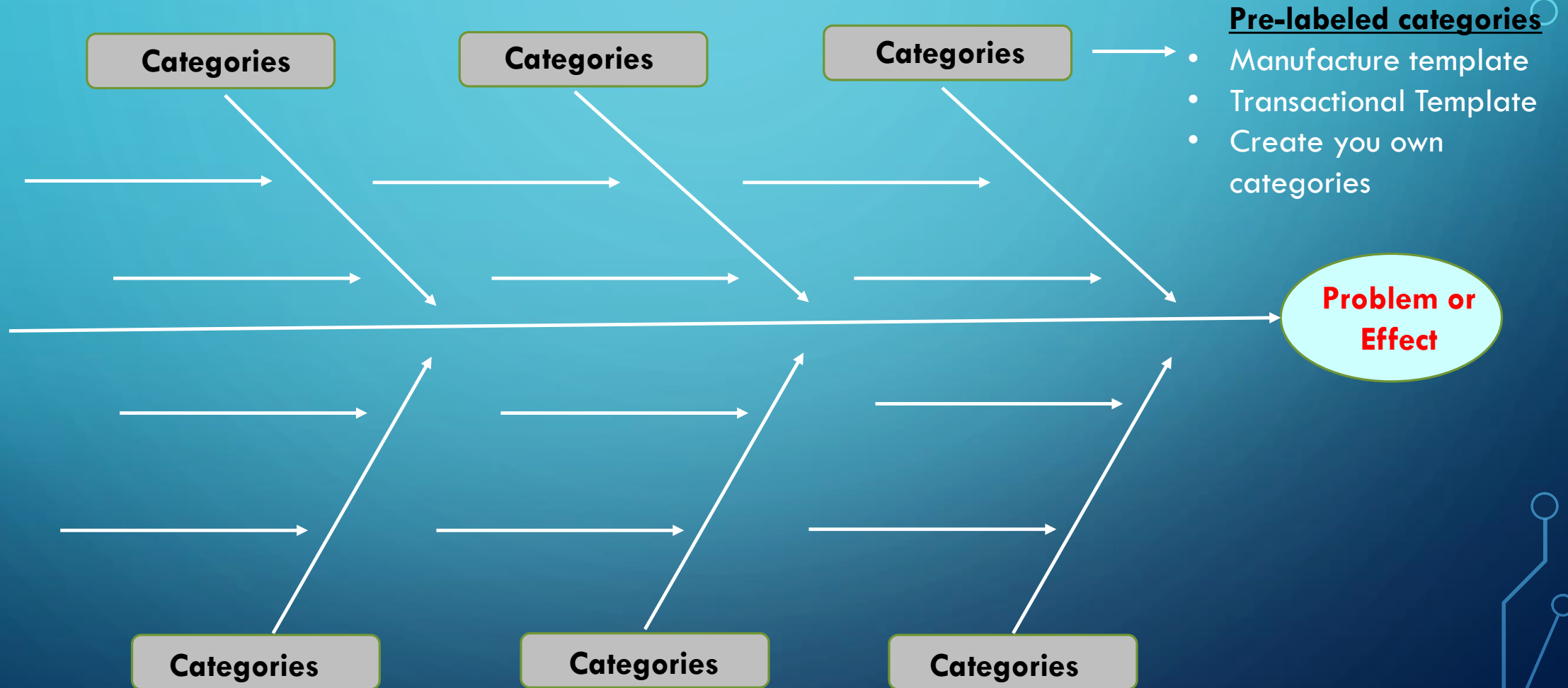
Books: Guide to Quality Control, Introduction to Quality Control, What is Total Quality Control.

Source: https://en.wikipedia.org/wiki/Kaoru_Ishikawa

WHAT IS THE FISHBONE TOOL?

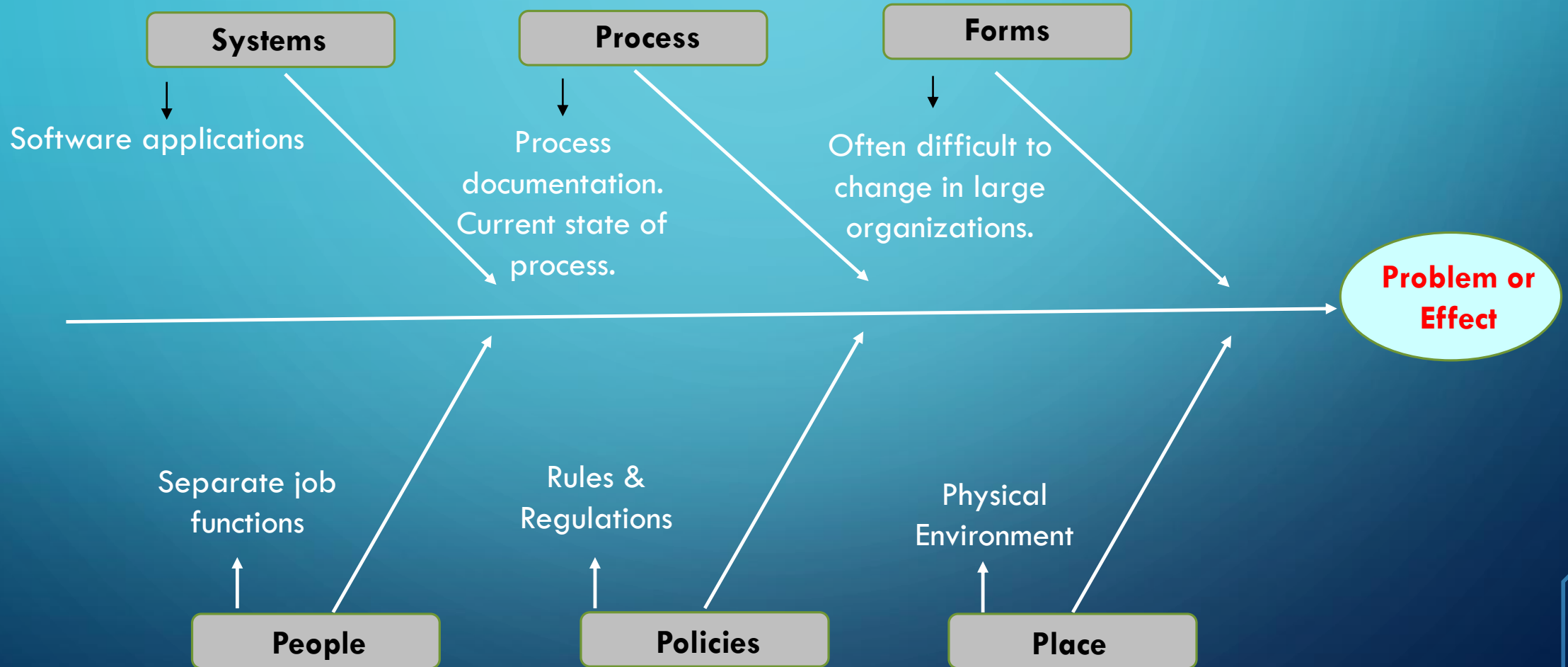
- **The Fishbone is a tool used in Lean or Lean six sigma to discover the root cause of a “problem/effect”.**
- **The Fishbone is a visual diagram to search, seek, and discover “causes” of a problem that lead to counter-measures. These counter-measures can be acted on in a plan such as a Plan, Do, Check, Act(PDCA).**

WHAT IS THE FISHBONE TOOL?



WHAT IS THE FISHBONE TOOL?

TRANSACTIONAL CATEGORY TEMPLATE

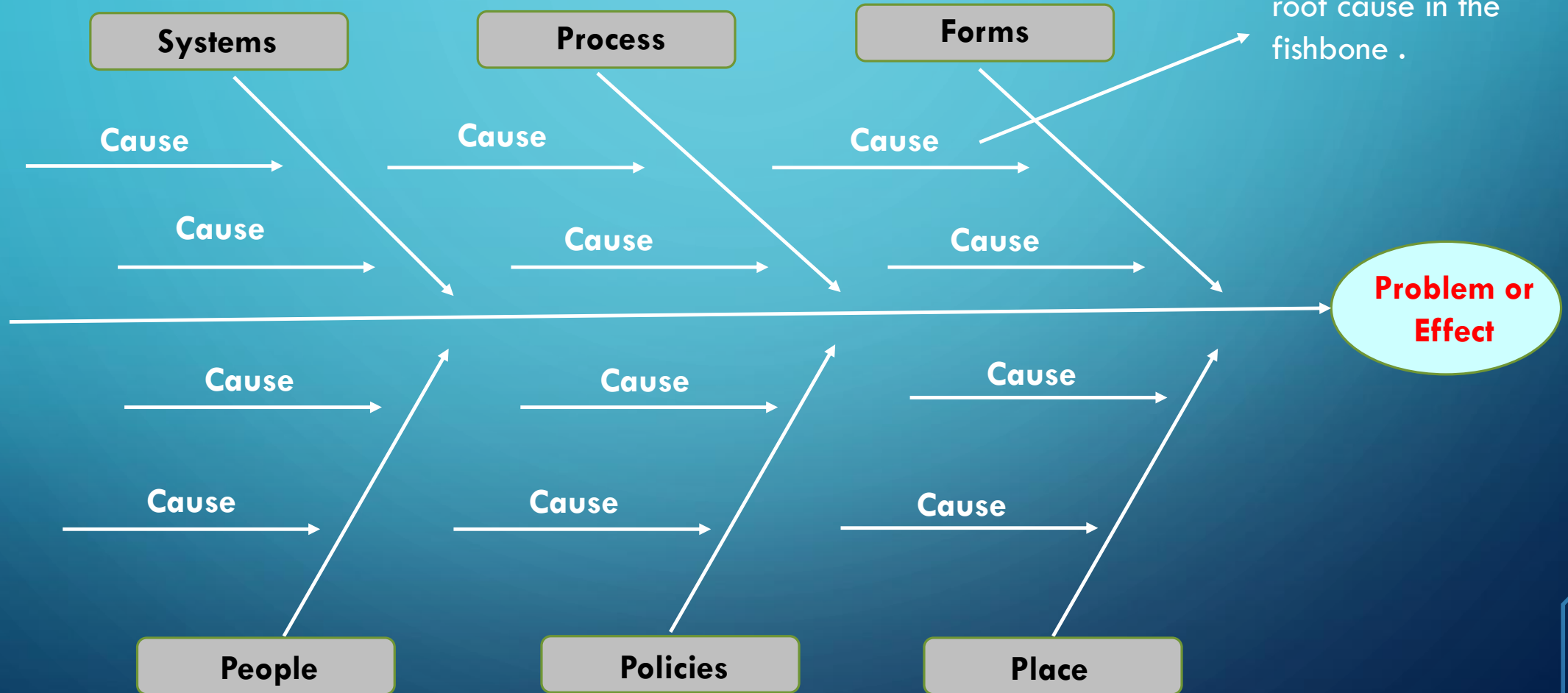


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QUESTIONS

WHAT IS THE FISHBONE TOOL?

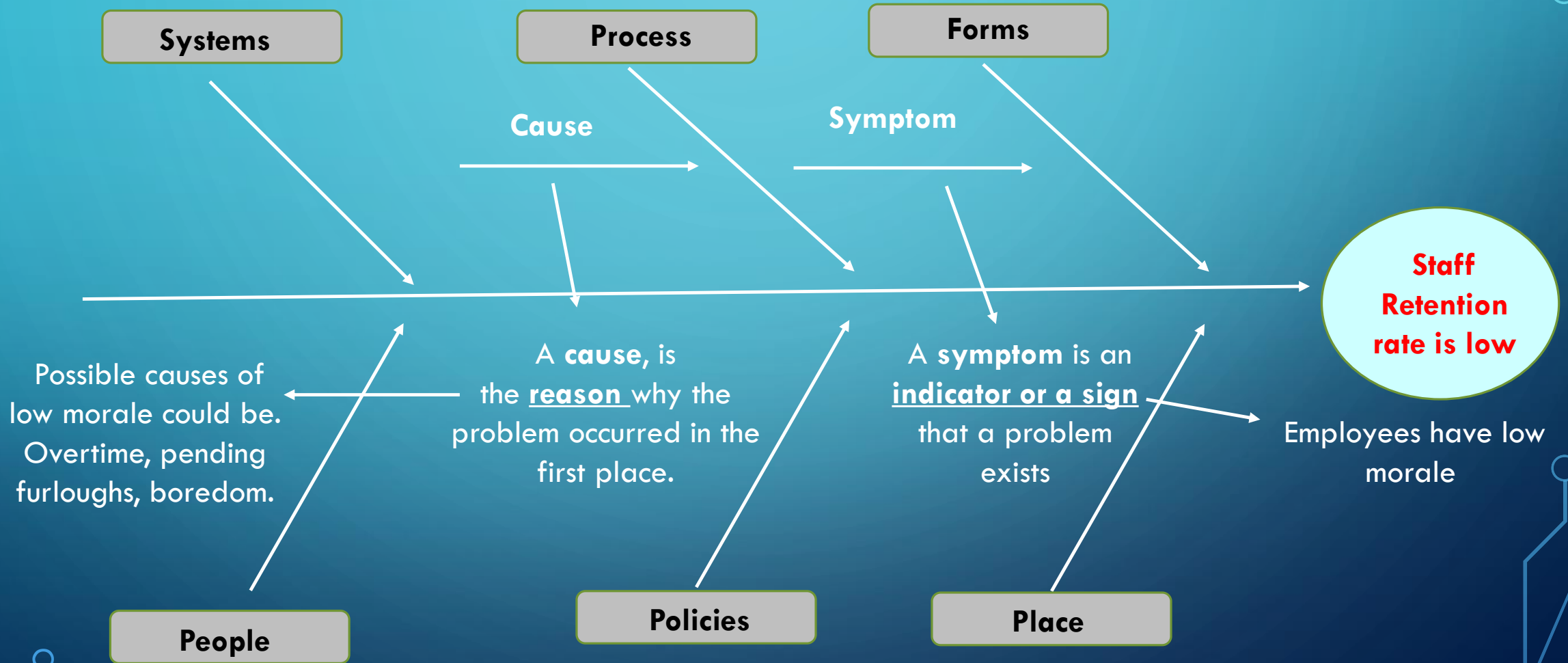
TRANSACTIONAL CATEGORY TEMPLATE



- The 5 why's is a great tool to use to unveil the root cause in the fishbone .

WHAT IS THE FISHBONE TOOL?

CAUSE VS. SYMPTOM



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QUESTIONS

PULSE CHECK

- **How many categories are in the Fishbone tool?**
- **What is the purpose of the Fishbone tool?**
- **What does the head of the fish represent?**
- **Who invented the Fishbone tool?**

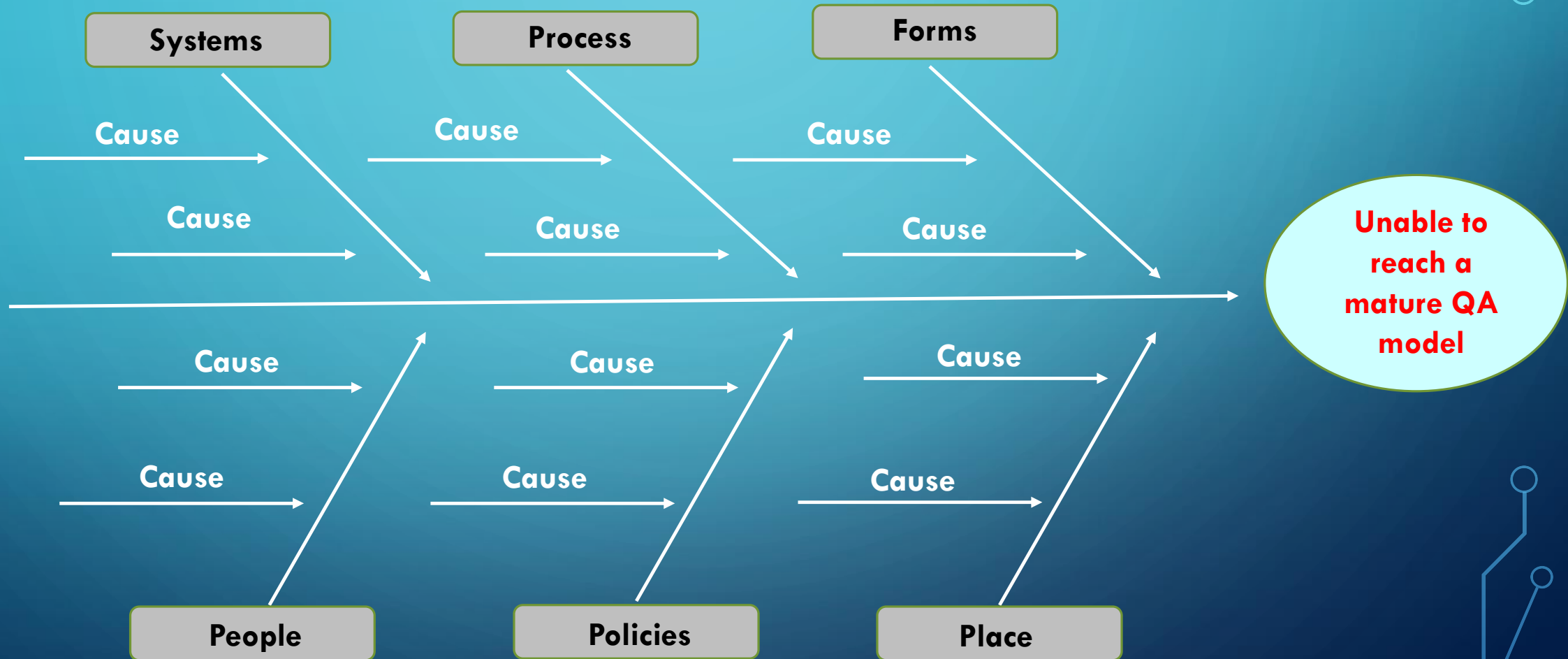
RECAP

- Identify a problem
- Establish Categories for the Fishbone Tool. The fish can be boney with many causes and even sub-causes
- 5 why's works excellent with the Fishbone tool
- Understand the difference between a symptom and a cause
- The goal of the fishbone is to identify and discover root causes and create counter measures to improve/transform the problem

PRACTICAL APPLICATION

- **The key is knowing when to use the fishbone tool!**
- **Make sure when facilitating to have a good representation of staff.**
- **When facilitating allow participants to make discoveries of Root Cause and then counter-measures.**

PRACTICAL APPLICATION



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QUESTIONS

SOURCES

- <https://goleansixsigma.com/webinar-use-fishbone-diagram/>
- <https://www.techrepublic.com/article/use-root-cause-analysis-to-get-to-the-bottom-of-an-issue/>
- https://en.wikipedia.org/wiki/Kaoru_Ishikawa

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