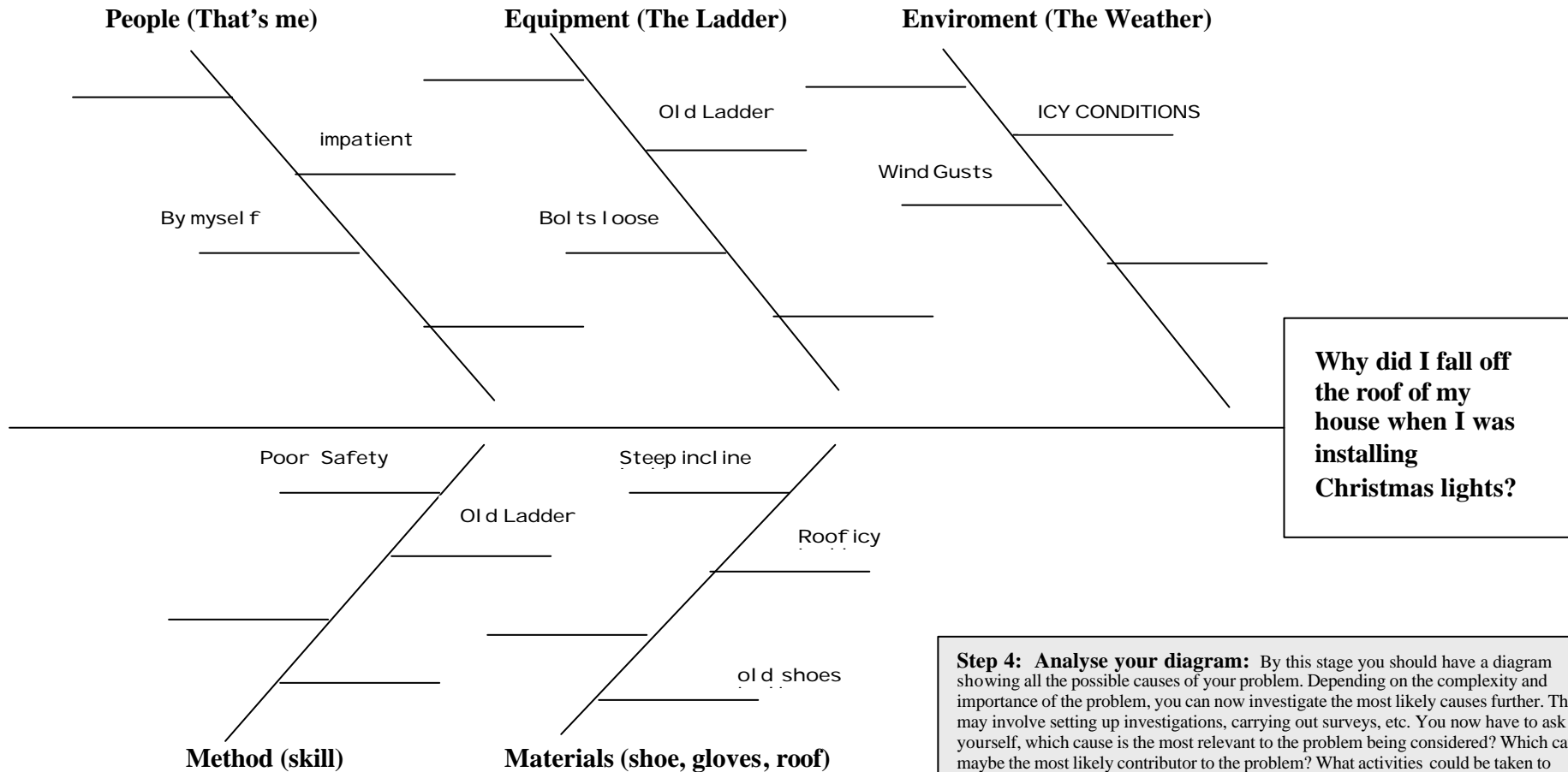


Appendix 'D': Fishbone Diagram

Goal:

TO DETERMINE THE ROOT CAUSE(S) TO THE PROBLEM !!!



Step 4: Analyse your diagram: By this stage you should have a diagram showing all the possible causes of your problem. Depending on the complexity and importance of the problem, you can now investigate the most likely causes further. This may involve setting up investigations, carrying out surveys, etc. You now have to ask yourself, which cause is the most relevant to the problem being considered? Which causes maybe the most likely contributor to the problem? What activities could be taken to remedy the problem area? It may be that more data must be collected or more investigation into the causes would be needed before applying in action. The point is, you now have a starting point as to what the main causes could be and ACTION ITEMS can be assigned.