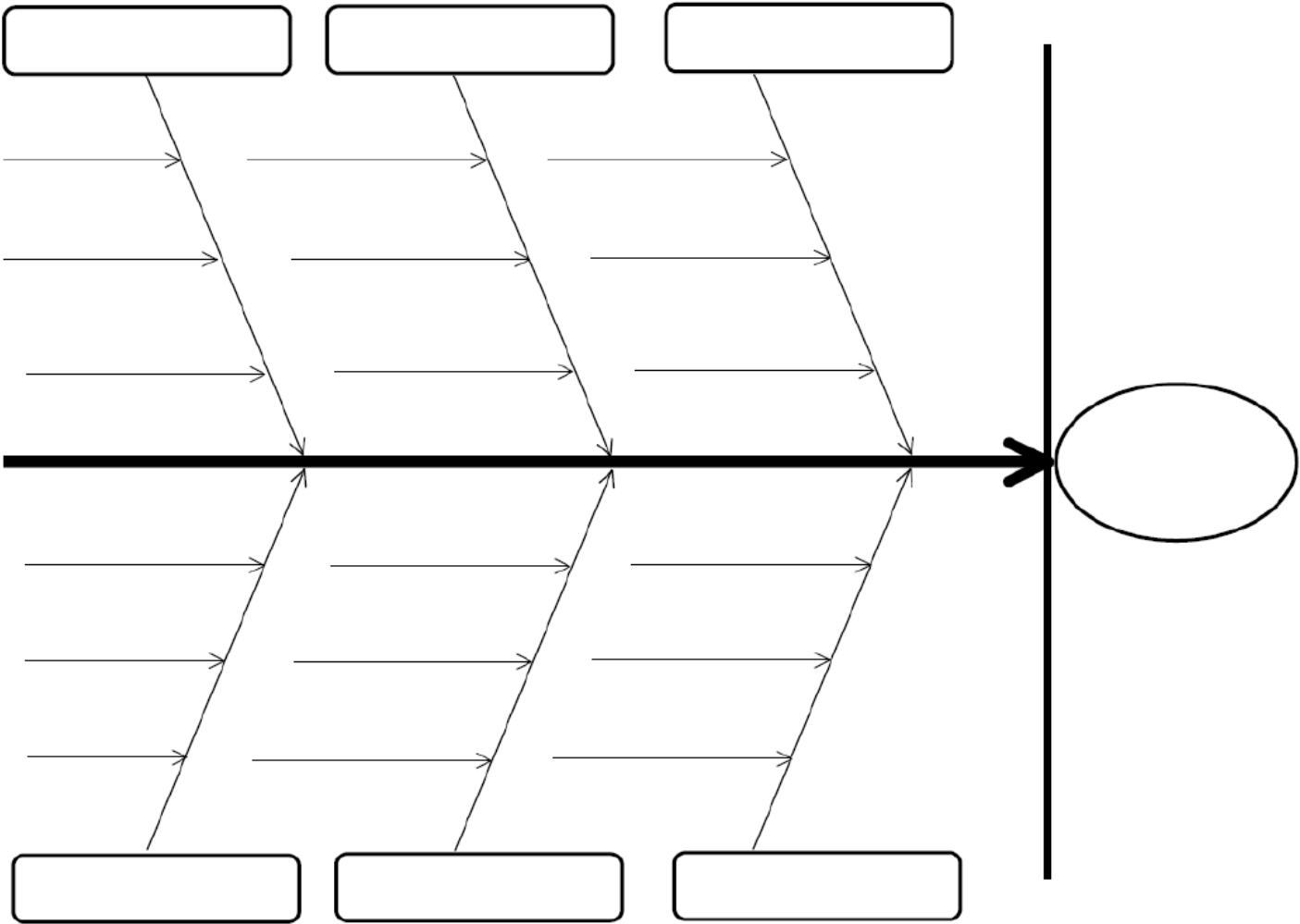


Fishbone Diagram



The 5 whys

Define the Problem:

Why is it happening?

1.

Why is that?

2.

Why is that?

3.

Why is that?

4.

Why is that?

5.

Reminder:

- ✓ You don't want to list 5 different reasons; you want to go deep on one reason.

Caution:

- ✓ If your last answer is something you can't control, go back up to the previous answer on one reason
- ✓ Final answer cannot be because of a person

Identified Root Cause:

SMART Goal

S	Specific	Your goal should be well defined, detailed, and clear.
M	Measurable	Is your goal measurable? You should be able to tell when you reach your goal.
A	Achievable	Can you reach the goal with your available time, skills, and financial status?
R	Realistic	Is your goal realistically achievable within the given time frame and with the available resources?
T	Timely	Set a start and finish date for your goal
		Start: Finish: