

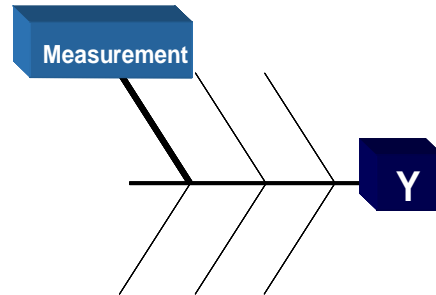
Process Discovery

Cause and Effect Diagram Segments

The **Measurement** category groups causes related to the measurement and measuring of a process activity or output:

Examples of questions to ask:

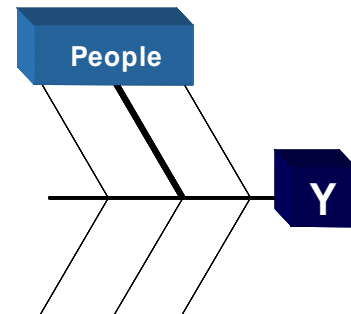
- Is there a metric issue?
- Is there a valid measurement system? Is the data good enough?
- Is data readily available?



The **People** category groups root causes related to people, staffing and organizations:

Examples of questions to ask:

- Are people trained, do they have the right skills?
- Is there person to person variation?
- Are people over - worked?



The **Method** category groups root causes related to how the work is done, the way the process is actually conducted:

Examples of questions to ask:

- How is this performed?
- Are procedures correct?
- What might unusual?

