



Analysis Toolbox

- How-To Instructions
- Templates and Tools
 - Process Maps Instructions
 - Fishbone Instructions and Template
 - Problem Tree Diagram (5 Whys)
 - Pareto data collection worksheet and instructions

How-to: Process Map Steps

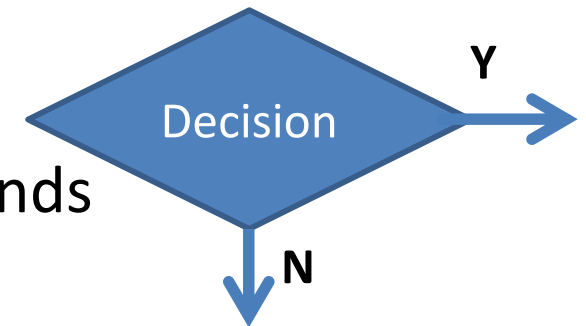
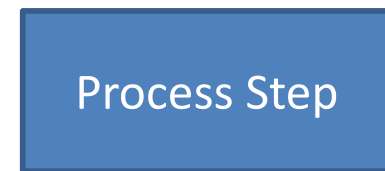
I. Identify a Process

- Define start and end
- Decide level of detail: Simple or detailed



II. Information Gathering & Mapping:

- Walk through the major steps
- Place the boxes in the correct sequence
- Add directional arrows and decision diamonds

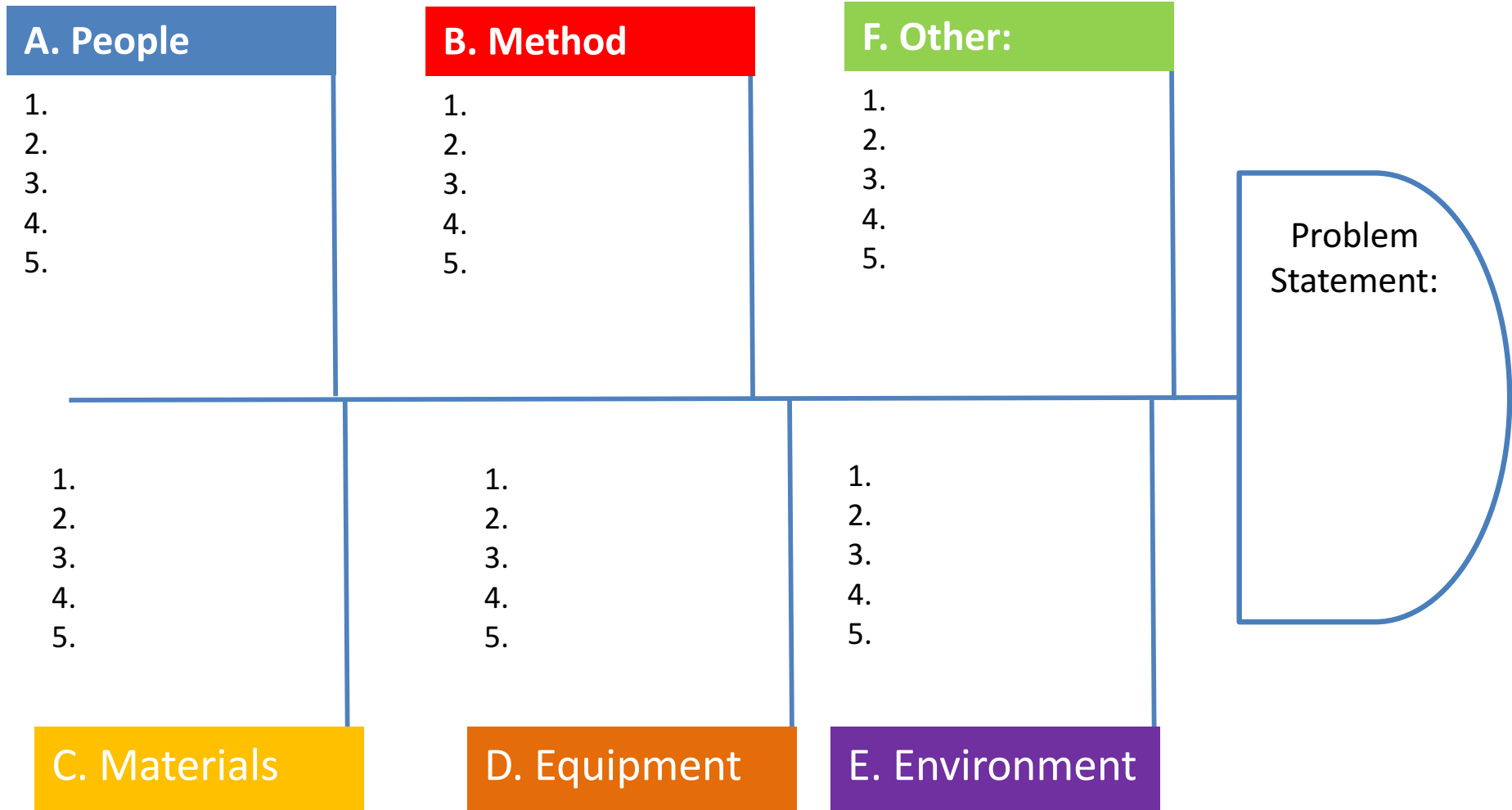


III. Review & Analysis:

- Review the process again, add stakeholders
- Identify gaps, problem areas, waste
- Identify data points and opportunities

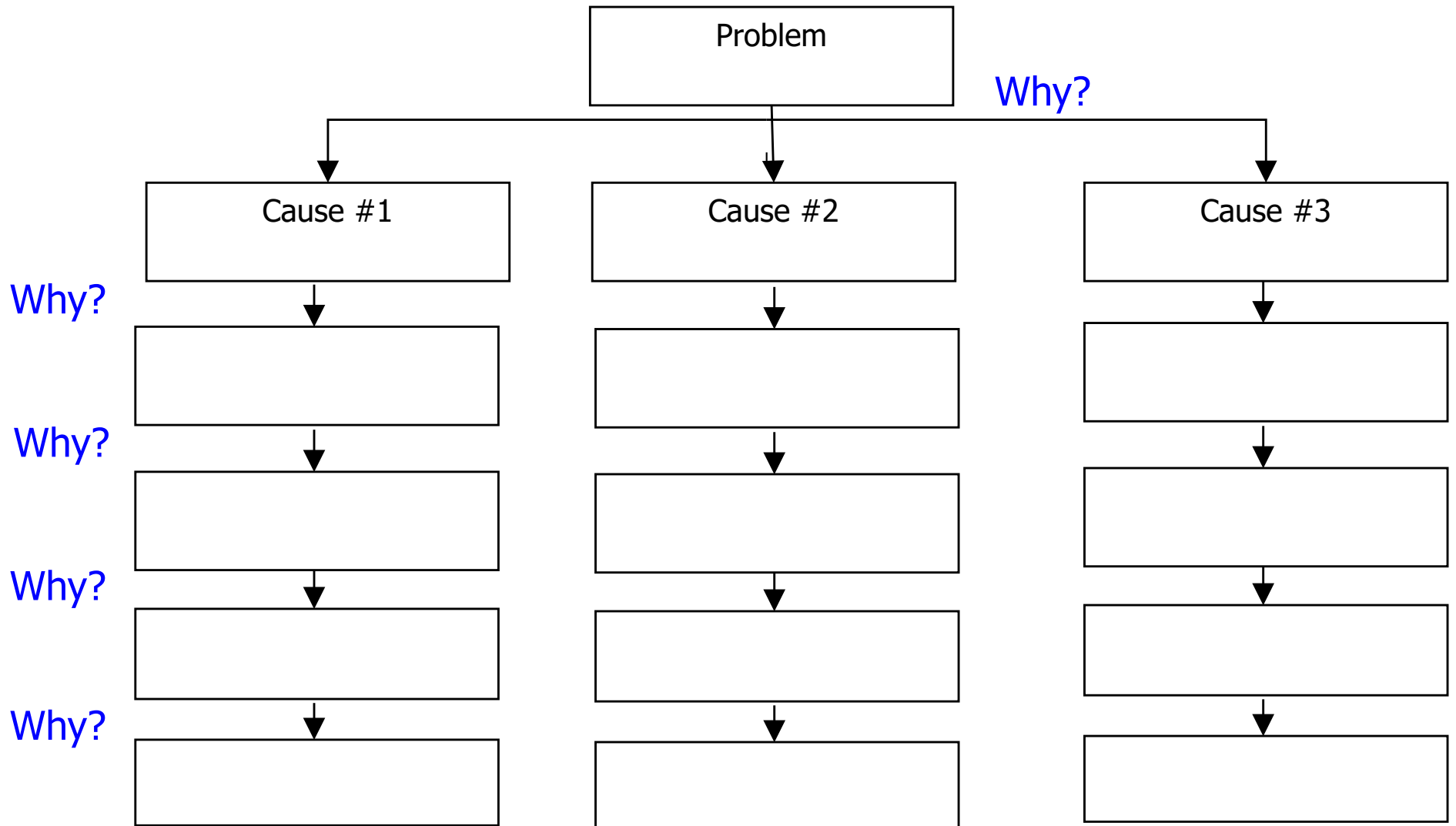


Fishbone Example Template



Tip: Can use post-its

Problem Definition Tree





Pareto Data Worksheet Problem _____ Date Range: _____

of Events
(Insert date/identifiers for each event)

17							
16							
15							
14							
13							
12							
11							
10							
9							
8							
7							
6							
5							
4							
3							
2							
1							
	Cause #1:	Cause #2:	Cause #3:	Cause #4:	Cause #5:	Cause #6:	Cause #7:

Describe relevant causes based on hypothesis or observation
May require increasing specificity of causes over time (By asking Why?)