



Ishikawa (Fishbone) Root Cause Analysis Instructions & Template

Root Cause Analysis (Use Case)

Problem: Rising employee turnover over the past two quarter in FY 26

- Step-by-Step Instructions
 - Step 1: Define the problem statement clearly (e.g., declining sales, high turnover).
 - Step 2: Draw the fishbone diagram with the problem at the 'head'.
 - Step 3: Identify major categories of causes (e.g., People, Processes, Equipment, Environment, Materials, Management).
 - Step 4: Brainstorm possible causes within each category.
 - Step 5: Analyze the causes to identify which are most likely contributing factors.
 - Step 6: Collect data to validate assumptions and narrow down key root causes.
 - Step 7: Prioritize and document confirmed root causes for action planning.

Ishikawa Diagram Template

Use the following structure when drawing or completing a fishbone diagram:

- The 'head' contains the clearly defined problem statement.
- The 'bones' represent major categories of causes.
- Sub-branches under each bone capture specific contributing factors.

Sample Use Case

Problem: Rising employee turnover over the past two quarters in FY26

Categories and sample causes:

- People: Lack of career development, low morale
- Processes: Inefficient on-boarding, unclear job expectations
- Management: Ineffective leadership, limited feedback
 - Work Environment: High stress, lack of flexibility



Fillable Ishikawa (Fishbone) Diagram Template

Use this fillable template to brainstorm and record potential causes of the problem. The main problem statement goes at the head (right side), and the categories with causes are entered into the branches.

Problem Statement:	[Enter the problem here]
People	[Enter possible causes under People]
Processes	[Enter possible causes under Processes]
Equipment	[Enter possible causes under Equipment]
Environment	[Enter possible causes under Environment]
Materials	[Enter possible causes under Materials]
Management	[Enter possible causes under Management]

Visual Ishikawa (Fishbone) Diagram Template

This diagram provides a visual layout of the Ishikawa (fishbone) root cause analysis. Edit the text boxes to enter your problem statement and potential causes under each category.

People: [Enter causes]	Fishbone Spine	Problem Statement: [Enter problem here]
Processes: [Enter causes]		
Equipment: [Enter causes]		
Environment: [Enter causes]		