

7 QC Tools

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Cause-and-effect Diagram

(MJII - p. 23)

•Steps:

1. Develop problem statement.
2. Brainstorm causes.
3. Determine the major cause categories.
4. Determine the category for each cause.
5. Put categories and causes on diagram.
6. Identify most likely causes.

•Illustration of steps

•Exercise

Pareto Diagram

(MJII - p. 95)

•Steps:

1. Decide on problem, type of data and cause/categories.
2. Collect the data.
3. Order the causes or categories.
4. Calculate the cumulative totals.
5. Draw and label the horizontal axis.
6. Draw, scale and label the vertical axis.
7. Draw bars for each cause or category.
8. Draw cumulative total lines.
9. Title the chart.
