



Activity: Cause and Effect Exercise

Cause Example

You are the production manager of an auto parts supplier and you have discovered one of your major part defects through constructing a Pareto chart.

The defect is a blemish on a spray painted metal stamping; you have determined that this mostly occurs on the night shift and on paint colours. So far your quality control staff has been able to prevent shipments to the customer, but you are concerned and have decided to get to the root of the cause and eliminate it.

You have called a meeting to construct a Cause Diagram. Present at the meeting are representatives from the paint shop, stamping, degreasing, purchasing, scheduling, night shift, and quality control.

Construct a chart which would provide sufficient items to resolve the problem.



Effect Example

You are the manager for a manufacturing business employing about 100 people. The company makes and sells a wide variety of office supplies through a catalogue, as well as by direct sales.

The president of the company has asked you to completely revamp the old telephone systems and install the latest technology throughout the operation. You think this is a great idea, but you realize that there will need to be some major changes and you are concerned with the installation.

You decide that you will call a meeting to construct an effect diagram to get a handle on some of the issues which will need to be addressed.



Facilitator Notes:

Cause and Effect Analysis

- Explain the model step by step using one example that students can relate to.
- In their teams, have students walk through an example from their workplace.
- Lead a class discussion.

It is highly recommended that participants use a problem from the workplace in addition to this exercise.