Module 2

Section G: Perform Post-Approval Tasks

Term
Cause-and-effect diagram

Module 2

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Term
Fishbone analysis

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Five whys

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Gantt chart

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Nominal group technique

A technique to organize the elements of a problem or situation to aid in the determination of the causes of the problem or situation. The analysis relates the effect of the environment to the several possible sources of the problem.

A tool for analyzing process dispersion. It is also referred to as the Ishikawa diagram (because Kaoru Ishikawa developed it) and the fishbone diagram (because the complete diagram resembles a fish skeleton). The diagram illustrates the main causes and sub-causes leading to an effect (symptom).

The earliest and best-known type of planning and control chart. It is especially designed to show graphically the relationship between planned performance and actual performance over time. Used for (1) machine loading, in which one horizontal line is used to represent capacity and another to represent load against that capacity, or (2) monitoring job progress, in which one horizontal line represents the production schedule and another parallel line represents the actual progress of the job against the schedule in time.

A common practice in total quality management that involves asking "why" five times when confronted with a problem. By the time the answer to the fifth why is found, the ultimate cause of the problem is identified.

A technique, similar to brainstorming, used by teams to generate ideas about a particular subject. Team members are asked to silently come up with as many ideas as possible and write them down. Each member is then asked to share one idea, which is recorded. After all the ideas are recorded, they are discussed and prioritized by the group.