**Questions for LARC Video Series**

**3.1 ANALYZE Overview**

Why it is important to analyze the cause/s of the problem before improving?

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What are the three questions in the ANALYZE Phase?

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What are the three deliverables in the ANALYZE phase?

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3.2 ANALYZE Fishbone / 5 Whys**

Matching:

A. Fishbone

B. 5 Whys

\_\_\_\_\_\_\_\_\_A tool to assist in ascertaining the underlying or root cause of a problem

\_\_\_\_\_\_\_\_\_A tool to brainstorm / identify possible causes of a problem and to sort the ideas into useful categories

Which of the following is NOT one of the categories to review for potential causes in the Fishbone diagram:

 \_\_\_\_\_\_\_\_\_People

\_\_\_\_\_\_\_\_\_Materials / Supplies

 \_\_\_\_\_\_\_\_\_Equipment

 \_\_\_\_\_\_\_\_\_Work Schedules

 \_\_\_\_\_\_\_\_\_Process

The VOC is actually about:

 A. Listening to your customer

 B. Using the information to take action

 Select the one best answer:

 \_\_\_\_\_\_ A and B

 \_\_\_\_\_\_A only

 \_\_\_\_\_\_B only

 \_\_\_\_\_\_Neither A nor B

What would you want to include in your Fishbone from the Process Table?

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The QI Tip for the 5 Whys cautions against always identifying the last why as “lack of people/staff” or “lack of resources”. Why is this cautioned against?

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What is the last why called in the 5 Whys tool?

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**3.3 ANALYZE Pareto and Bonus**

Fill in the blanks:

The Pareto chart is a combined bar & line graph used to determine the \_\_\_\_\_\_\_\_\_ and / or \_\_\_\_\_\_\_\_\_\_\_ of problems.

For the Pareto chart, the bar graph portion is related to the \_\_\_\_\_\_\_\_\_\_\_ of the defects and the line portion relates to the \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ of the defects.

When interpreting a Pareto diagram, a \_\_\_\_\_\_\_\_ effect will be seen when a few significant causes are responsible for approximately 80% of a problem.

When acting on a Pareto diagram, addressing these few significant causes will likely \_\_\_\_\_\_ the problem.

After listening to the video on the Pareto diagram, share a situation where you might use this tool.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is the name of the bonus tool?

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