Continuous Improvement Toolkit

Tree Diagram
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- Tree Diagram

- Breaking down a topic into successive levels of detail.
- Provides a simple method of breaking down a problem.
- Can be used in many analysis situations.
- An average score for the problem could be measured.
- The team should have sufficient subject expertise.
- Tree Diagram

- The topic would be broken down into its component parts.
- There is one initial node (or root) which has no parent.
- Each parent is completely described by its children.
- There should be no key factor missing.
When to Use It?

- To investigate problem causes.
- To determine the root causes of a problem.
- To find an appropriate solution.
- In planning, to break down a task into manageable units.
- To discover the detailed component parts of any complex topic.
- To describe all sub-assemblies of a product.
- To identify a customer's basic needs of a product.
- Tree Diagram

**Approach:**

- Identify the objective of using the Tree Diagram.
- Define the top-level root statement.
- **Ask:**
  - “What must be done to achieve the parent statement?”
  - OR “Why does the parent happen?”
  - OR “What are the physical parts of the parent?”
- Write the agreed answers on the flipchart.
- Repeat the process for each sub-component and until there is no further breakdown is required.
- Use the completed tree to help achieve the objective.
- Tree Diagram

- Satisfied Customers
  - Good Food
    - Quality Ingredients
    - Good Recipe
  - Good Service
    - Prompt Attention
    - Professional Waiters
  - Pleasant Surroundings
    - Pleasing Decor
    - Good Table Presentation