



**Figure 2** Flowchart of Bracket-Fabrication Process

After completing the flow diagram and verifying that it was correct, the team moved on to Step 6. Plan: Determining Possible Causes. They decided to use a cause-and-effect diagram to guide their efforts in brainstorming potential root causes for the problem: difficulty securing brackets closed with bolt and locknut.



**Assignment**

Create a cause-and-effect diagram and brainstorm potential root causes for the problem: difficulty securing brackets closed with bolt and locknut.

**PART 4**

Through the use of a cause-and-effect diagram, the engineers determine that the most likely cause of the problems experienced by the customer is the alignment of the holes. At some stage in the formation process, the holes end up off center. Combining this

