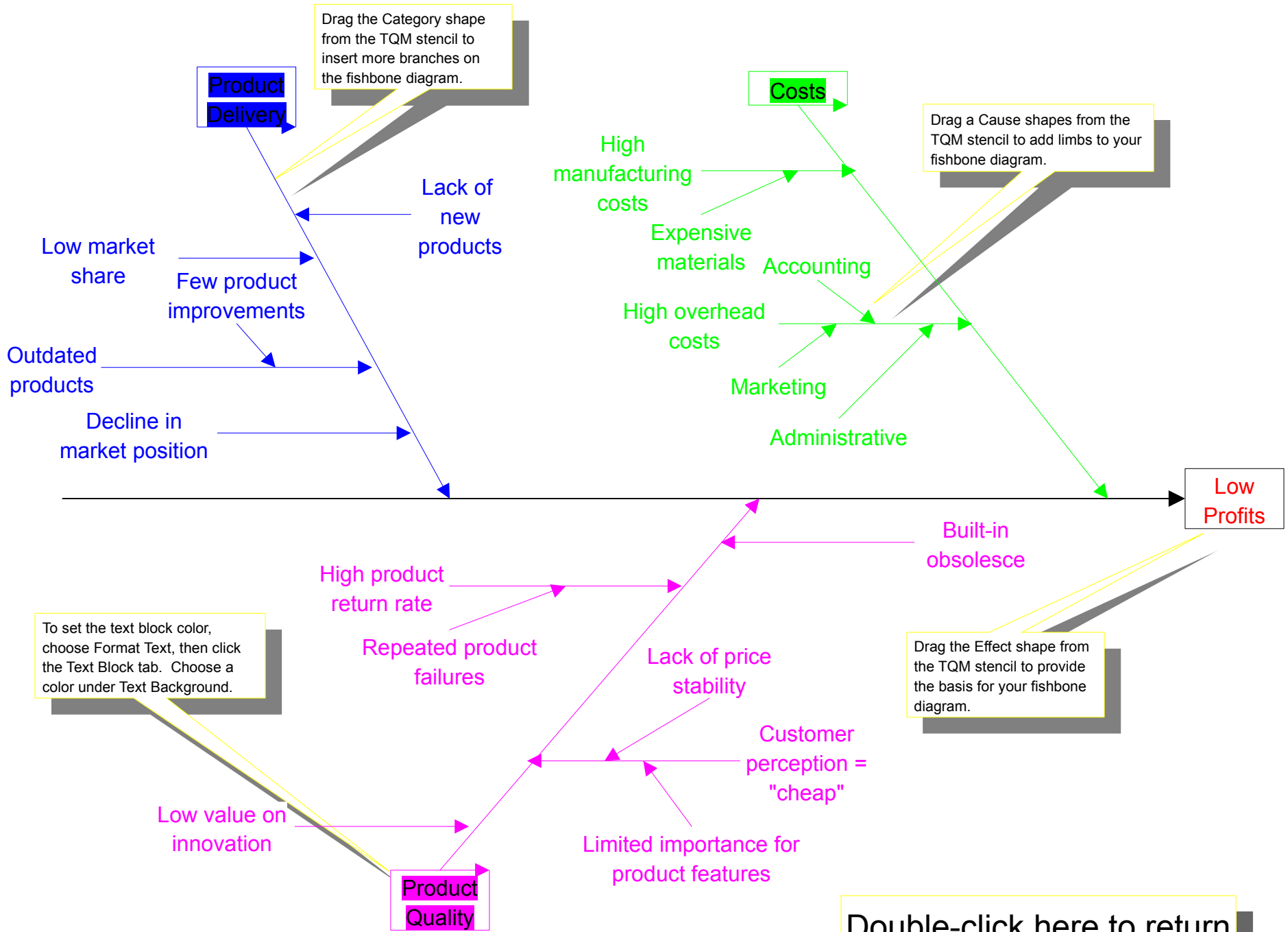


Double-click here for tips on creating this drawing.



Drag the Category shape from the TQM stencil to insert more branches on the fishbone diagram.

Drag a Cause shapes from the TQM stencil to add limbs to your fishbone diagram.

To set the text block color, choose Format Text, then click the Text Block tab. Choose a color under Text Background.

Drag the Effect shape from the TQM stencil to provide the basis for your fishbone diagram.

Double-click here to return to previous page.