**Fishbone Diagram Date: ­** 5/25/12 Draft **Team Name:** WQP

Cause-and-Effect Analysis

**Customers not fully satisfied**

**Materials**

**Methods**

**Environment**

**People**

**Equipment**

**Policies**

**Negative impressions (customers)**

**Many people don’t want the project**

**Time constraints**

**“What’s a backhoe?”**

**Customers given different information**

**Neighborhoods required tap into sewer**

**“What’s a backhoe?”**

**People are overwhelmed**

**Confusion at beginning**

**Sense of entitlement**

**Customer gets incorrect info**

**Customer doesn’t understand why have to connect to sewer**

Think all county agencies are the same

**Every customer given different info**

**“What’s a backhoe?”**

**Seasonality**

**Survey questions not explicit**

**Paperwork is confusing**

**Inconsistent Procedures**

**People are overwhelmed**

Technical information

**Customer doesn’t understand process**

**Stressful**

**Paperwork doesn’t make sense**

**Structure of process**

Messaging

**Misinformation about process/program**

**Too much paperwork**

**Training Needed**

**Yard wasn’t finished quickly enough**