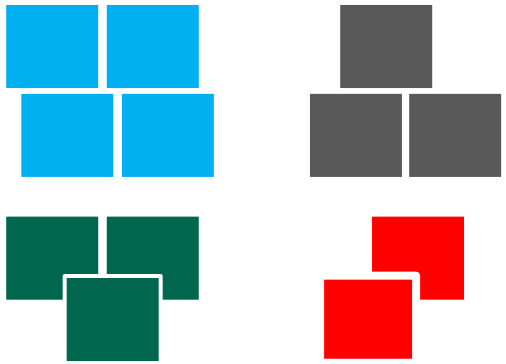
Continuous Improvement Toolkit

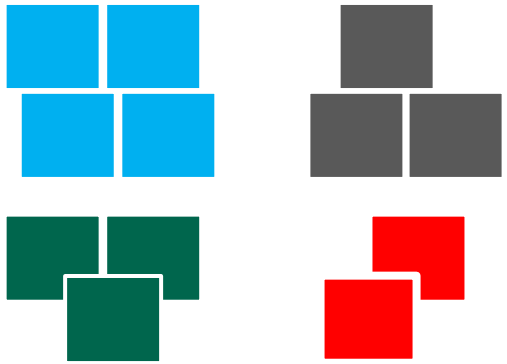
Affinity Diagram




Managing Risk
PDPC
FMEA
RAID Logs
Fault Tree Analysis
Risk Assessment*
Traffic Light Assessment
Deciding & Selecting
Pros and Cons
Importance-Urgency Mapping
Break-even Analysis
Cost Benefit Analysis
Force Field Analysis
Voting
Pugh Matrix
Decision Tree
QFD
Matrix Diagram
TPN Analysis
Kano Analysis
Prioritization Matrix
Critical-to Tree
Paired Comparison
Cause and Effect Matrix
Pareto Analysis
Planning & Project Management*
RACI Matrix
Stakeholder Analysis
PEST
PERT/CPM
Activity Diagram
SWOT
Roadmaps
Project Charter
Gantt Chart
PDCA
Control Planning
Gap Analysis
Hoshin Kanri
Kaizen
How-How Diagram
Tree Diagram**
Standard work
Lean Measures
KPIs
OEE
Capability Indices
MSA
RTY
Descriptive Statistics
Cost of Quality
Reliability Analysis
Probability Distributions
ANOVA
Graphical Analysis
Hypothesis Testing
Understanding Cause & Effect
Confidence Intervals
Design of Experiments
Scatter Plot
Correlation
Regression
Understanding Performance
Run Charts
5 Whys
Chi-Square Test
Multi-vari Charts
Control Charts
Relationship Mapping*
Benchmarking
Sampling
Fishbone Diagram
TRIZ***
Focus groups
Interviews
Brainstorming
Analogy
SCAMPER***
Photography
Check Sheets
Nominal Group Technique
Mind Mapping*
Measles Charts
Questionnaires
Affinity Diagram
Attribute Analysis
Data Collection
Critical Incident Technique
Lateral Thinking
Visioning
Observations
Creating Ideas**
Identifying & Implementing Solutions***
Simulation
TPM
Mistake Proofing
Pull Systems
JIT
Ergonomics
Work Balancing
Automation
Bottleneck Analysis
Visual Management
Flow
Value Analysis
5S
Waste Analysis
SMED
Time Value Map
Process Redesign
IDEF0
Value Stream Mapping
SIPOC
Flow Process Chart
Process Mapping
Flowcharting
Service Blueprints
Designing & Analyzing Processes

- Affinity Diagram

- Affinity Diagram helps categorize and organize a large number of fragmented uncertain information into logical cohesive groups.
- The goal is to create a limited number of groups.
- This results in better idea selection or a problem that is better understood.
- Also known as KJ Analysis.



- Affinity Diagram

When to Use It?

- Used during idea-generation brainstorming sessions.
  - It stimulates creative right-brained thoughts.

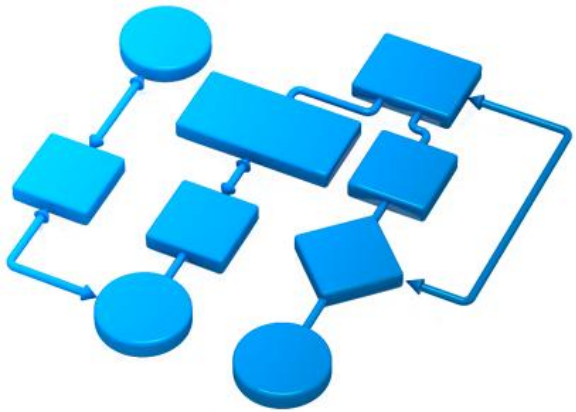
- Used during problem-solving sessions.
  - When information is subjective or held by different people, but no clear picture of the problem is emerging yet.

- Used to capture the voice of the customer.
  - It is used to find messages in customer statements from questionnaires, interviews, or focus groups.

- Affinity Diagram

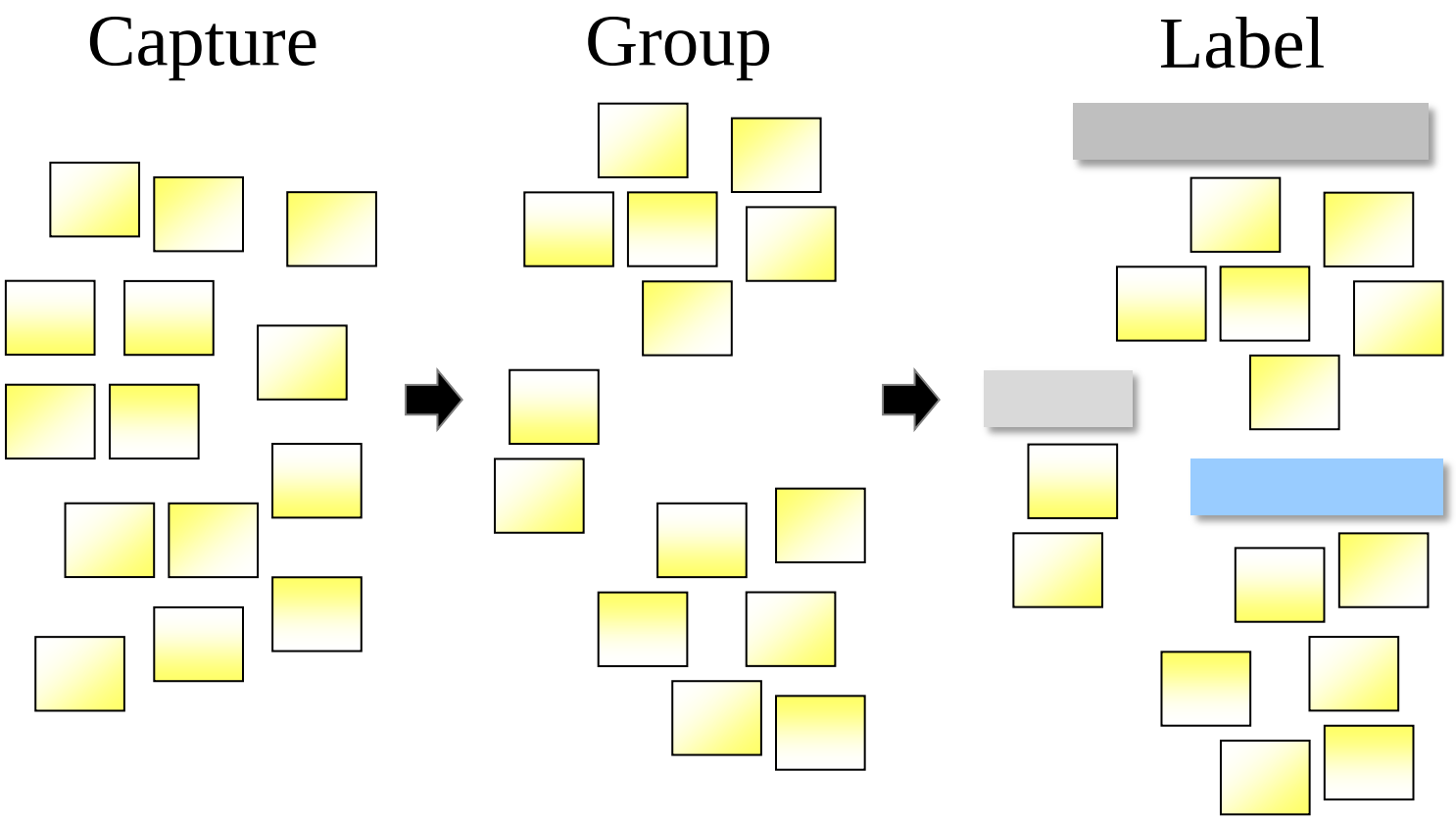
Approach:

- Present the topic or define the problem clearly.
- Give the team index cards or sticky-notes.
- Instruct them to write an idea or issue per card.
- Call out the ideas or issues and hang them on the wall.
- Lead the team to silently sort the ideas or issues into categories.
- Lead them labeling each group of cards.
- Eliminate duplicate ideas.
- Add arrows between items and groups to show significant relationships.



- Affinity Diagram

Three Basic Steps:



- Affinity Diagram

Tips:

- The ideas shouldn’t be discussed until the final affinity diagram is complete.
- Record the actual words spoken when data is verbal (during interviews or observations).
- The best results tend to be achieved when the exercise is implemented by a cross-functional team.

- Affinity Diagram

Example – Identify How to Successfully Implement Change: