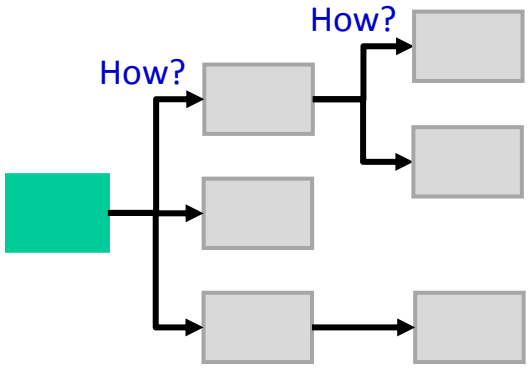
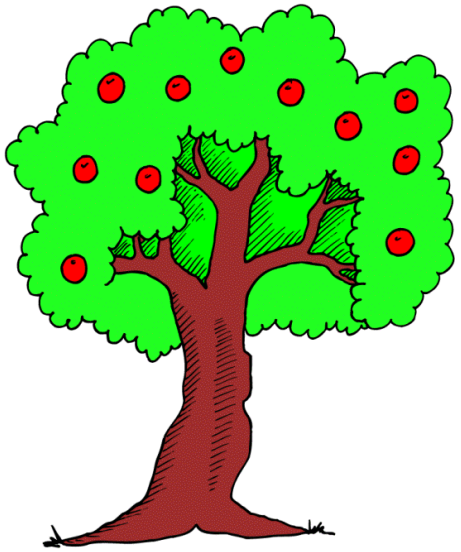
How-How Diagram



The Continuous Improvement Map

- How-How Diagram

- Once you have discovered why a problem occurs, you then need to find a permanent solution to the problem.
- In many cases, you don't even need to analyze the root causes of a problem.
- You just need to solve the problem right away.
- These low hanging fruits may be quick wins or larger projects that may involve capital expenditure.



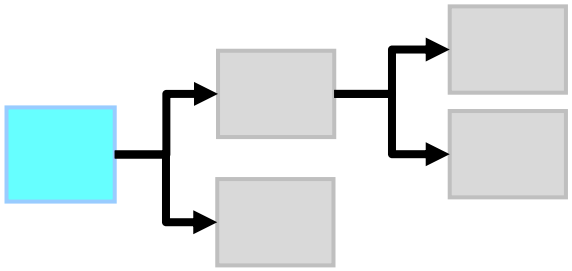
- How-How Diagram

- For example, after reviewing a process, you may have identified non-value added activities that you want to reduce or eliminate.

- **Other examples:**
  - Modify a procedure.
  - Train employees.
  - Improve management reports.
  - Error proof a process.
  - Change workplace layout.
  - Infrastructure initiatives.

- How-How Diagram

- **How-How Diagram** is used when seeking a practical solution to a problem.
- It works by repeatedly asking: 'How can this be solved?'.

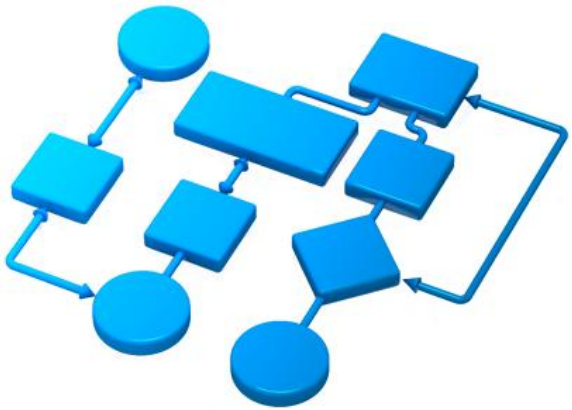


- It provides an effective structure for organizing and sequencing possible options as well as the rewards and risks associated with each option.
- At each stage, there might be multiple answers to the 'How' questions, and the result is a hierarchical tree-structure.

- How-How Diagram

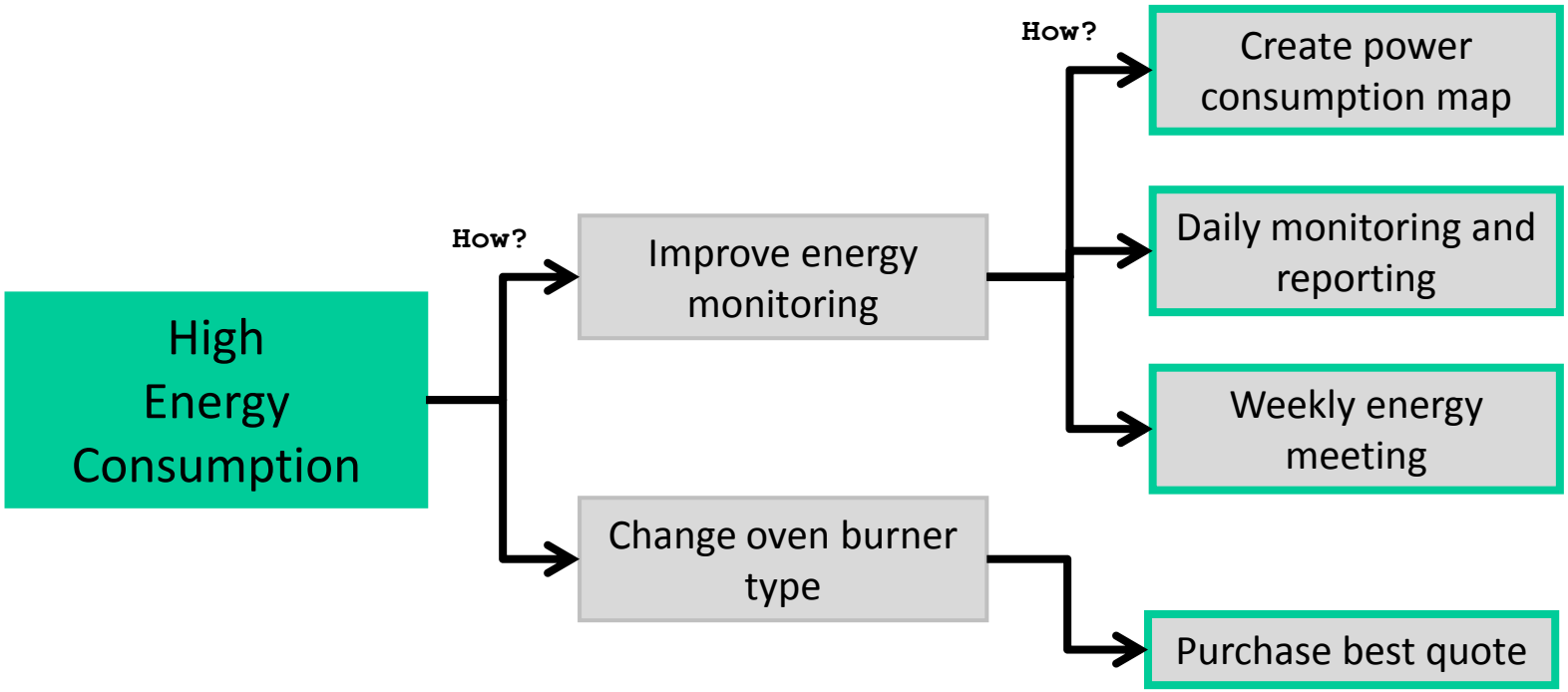
Drawing the Diagram:

- State the problem clearly then write it on a post-it card.
- Place it to the left of a large work area on the wall.
- Ask 'How can this problem be solved?'.
- Let the team write their answers on a post-it, then stick them up.
- Repeat this sequence of breaking down the problem once more.
- Keep asking "How" until you have no more answers or until you are satisfied with the improvement ideas.
- Prioritize then select the key and applicable solutions to implement.



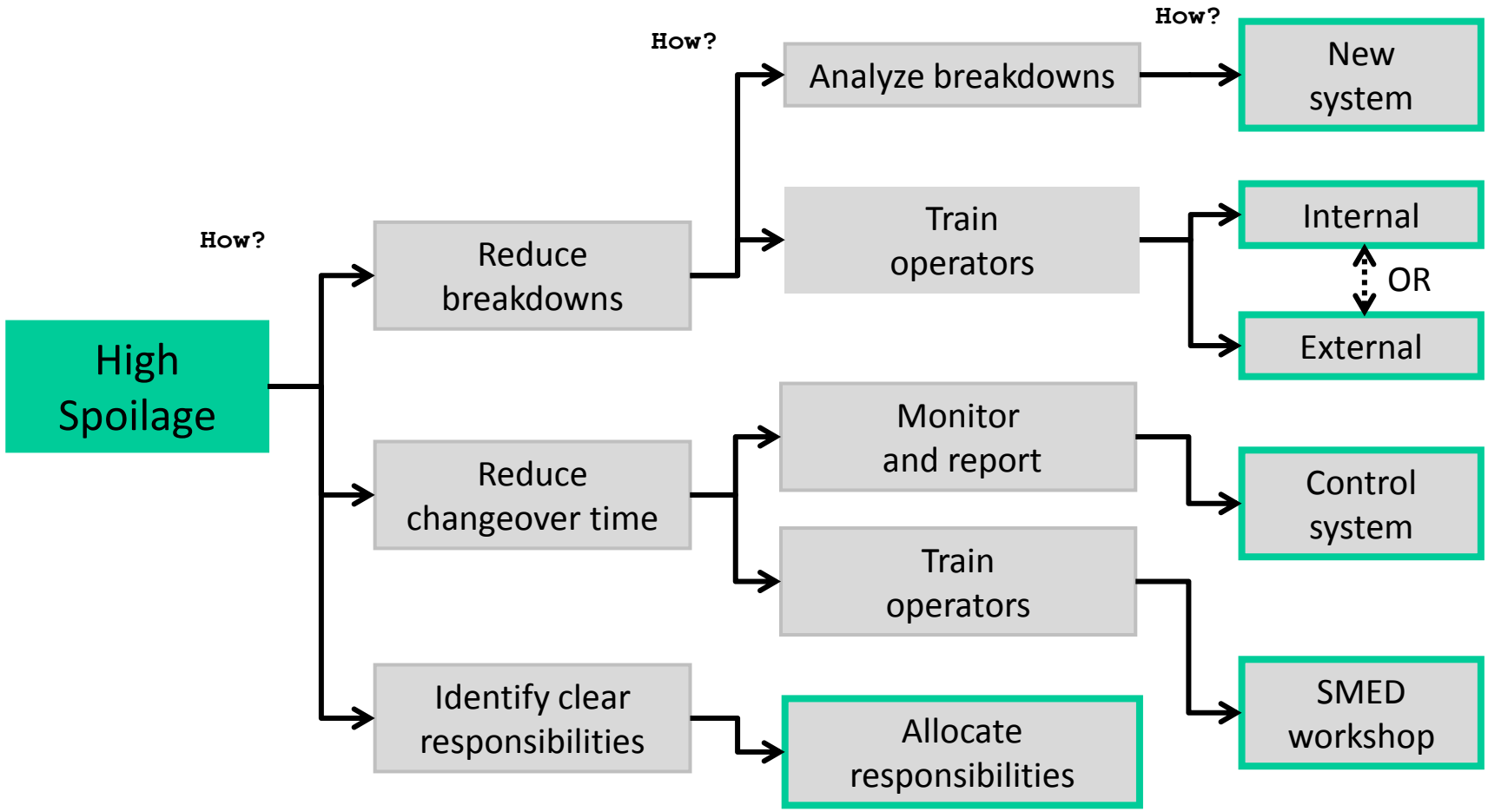
- How-How Diagram

Example – Reduce the Amount of Energy:



- How-How Diagram

Example – Identify Ways to Reduce Spoilage:



- How-How Diagram

Further Information:

- It is similar to the 5 Why's but a different question is asked (an adaptation of the root cause analysis).
- It is especially useful when creating or exploring a plan of action.
- It helps to break down the solution into more explicit elements.
- It shows a range of possible solutions all in one place.