

Practical Application

- **Refer to the practical application from the pre-requisite lesson about combining the C&E Diagram and 5 Whys concept.**
 - In that prior application, you should have identified some potential root causes (based on the effect of having too high of an expense, such as fuel expense).
 - Open the spreadsheet template for the C&E Matrix and begin to fill in the various components:
 - Type in the name of the effect that you used.
 - Assign an importance rating for each effect (if only one effect was used, then this step may be skipped).
 - Type into the designated area each of the causes you identified from the prior lesson.
 - Identify and type in the level of impact (9=High, 3=Medium, 1=Low) for each effect.
 - Select the top causes that have the highest result in the total column.
 - *These represent your narrowed down list of most likely causes to the undesired effects.*
 - Do these top causes seem logical that they would be the top?
 - If not, then there may have been some subjective bias in the results; these should be explored further.
 - If you only had one effect in this exercise, then the formal C&E Matrix may seem unnecessary.
 - The greatest value from the C&E Matrix is evident when you're evaluating multiple effects across multiple causes. To test that, just run through the exercise again by adding more effects and causes.