Cause and effect matrix spreadsheet

I'm not robot!

Inputs / Outputs	Customer Rating (1-10)	Marketing Campaigns	Salesman Skills	Different Sources of Information	Delivery Methods	Personalised Services	Follow-up on Usage	Competition Knowledge	TOTAL
Delivered on Time	8	4	4	8	9	8	2	9	**288**
After Sale Service	9	8	8	9	3	9	10	9	**594**
Cost	7	8	9	9	1	1	1	9	**266**
Loyalty Benefits	7	9	9	9	1	10	10	10	**406**
Information on Product Features	9	10	10	10	1	1	1	10	**468**
Customization Options	9	10	10	9	9	9	9	9	**504**
TOTAL		**403**	**410**	**451**	**201**	**310**	**273**	**457**	

Cause and Effect Ma

			1	2	3	4	5	6	7	8	9	10
			Department	Expense Category	Expense Amount	Individual Name	Date	Explanations				
		Customer Priority	9	9	8	2	4	3				
	Process Step	**Process Input**										
1	Fill out expense report	Expense Acct Rules	9	6	0	0	0	2				
2		Receipts	0	0	10	0	0	7				
3		Dept Number	10	0	0	0	0	5				
4		Account Number	0	8	0	0	0	5				
5		Dates	0	0	0	0	9	5				
6	Send to Mgr for Approval	Completed Form	7	7	7	7	7	7				
7		Receipts	7	7	7	7	7	7				
8	Send to Acct	Completed Form	8	8	8	8	8	8				
9		Receipts	8	8	8	8	8	8				
10		Mgr Approval	3	3	3	3	3	3				
11												
12												
		Total	468	423	344	66	168	171	0	0	0	0
		LSL										
		TGT										
		USL										

1. List the key outputs to the process.
2. Rate each output on a 1-10 scale.
3. List the inputs and process steps. Use the process map and fishbone for inputs.
4. Rank each input as to how it affects each output on a 1-10 scale.
5. Sort the rows based on the **Total** column. The inputs are now ordered by customer's pri

Attachment E: Requirements Traceability Matrix

MAS Req ID	Requirement	Business Area	Business Process	Corresponding MRS 5 Checklist	Weight	Response Reference
The E contractor must:						
RE-5001	Facilitate open and timely communication with the Department, other contractors and stakeholders, as well as a strong working relationship to achieve the overall project goals.	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5002	Designate one or more persons responsible for the security of each facility.	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5003	As a minimum, transfers data from Medicaid Management Information System (MMIS) claims history, recipient enrollment, provider enrollment, and primary reference data (e.g., diagnosis procedure, National Drug Code (NDC), and pricing) information to the Medicaid Data Warehouse (MDW).	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5004	Provide complete segregation of State data, documents and files from that of other contractor customers.	Business Relationship Management	MR01 Establish Business Relationship	N/A	2	Section: Page:
RE-5005	Receive, review for completeness and process hard copy and fax applications for: • Trading Partner and Security Agreements • Electronic Transaction Identification Numbers (ETIN) • Electronic Funds Transfers (EFT) • Web Portal User-IDs Transaction failing the completeness review must be returned to the submitter without further processing.	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5006	Receive applications, make determinations and set application status to approve, pend, deny or other statuses defined by the Department, and communicate determinations as approved by the Department. Provisions must note application deficiencies and send emails or letters to the applicant requesting information for: • Trading Partner and Security Agreements • ETINs • EFTs • Web Portal Users	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5007	Accept Trading Partner and Security Agreement applications via hard copy, fax, and the Web Portal.	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5008	Develop and maintain all Trading Partner and Security Agreements and related instructions on the Web Portal as required by the Department including but not limited to: • Security Packet A for real-time (Direct Connection) processing • Security Packet B for batch processing • Trading Partner Agreements	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5009	Develop and maintain applications, instructions and related materials on the Web Portal for obtaining ETINs, enrolling in EFT, and obtaining Web Portal user IDs as required by the Department.	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5010	Support, monitor and maintain a Web Portal application that allows providers and applicants to enter applications for Trading Partner and Security Agreements, ETINs, EFT, Provider Enrollment, Provider Maintenance Updates and Web Portal User IDs.	Business Relationship Management	MR01 Establish Business Relationship	N/A	2	Section: Page:
RE-5011	Image, edit, verify, index and route for processing hard copy and electronic applications, maintenance and termination requests for: • Trading Partner and Security Agreements • Managed Care contracts • ETIN • Web Portal User • EFT	Business Relationship Management	MR01 Establish Business Relationship	MR 1.3	1	Section: Page:
RE-5012	Comply with all relevant provisions of regulations promulgated under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), American Recovery and Reinvestment Act of 2009's (ARRA) and Health Information Technology for Economic and Clinical Health (HITECH) Act including privacy and security regulations.	Business Relationship Management	MR01 Establish Business Relationship	RM 1, MR4 1	3	Section: Page:
RE-5013	Comply with provisions for Administrative Simplification under the HIPAA of 1996 to ensure the confidentiality, integrity, and availability of PHI: • Provide safeguards as described in the October 22, 1998 State Medicaid Director letter, Collaborative for Data Sharing between State Medicaid and Health Agencies. • Perform regular audits; and • Support incident reporting.	Business Relationship Management	MR01 Establish Business Relationship	RM 2, RM 2	2	Section: Page:
RE-5014	Use or disclose Personal Information (PSI) only to perform functions, activities or services specified in this RFP, for, or on behalf of the Department, provided that such use or disclosure would not violate the HIPAA, 42 S, or HITECH regulations, if done by the Department.	Business Relationship Management	MR01 Establish Business Relationship	RM 1, MR4 1,	1	Section: Page:
RE-5015	Provide a solution that prevents unauthorized access and safeguards the confidentiality of person-covered data in compliance with State and federal law, including but not limited to HIPAA, the NYS Personal Privacy Protection Law, and the data breach provisions of the NYS Technology Law.	Business Relationship Management	MR01 Establish Business Relationship	MR1 8, MR4 1	1	Section: Page:
RE-5016	Obtain written approval from the Department, prior to release of PHI to any non-Department entity. Verify with the Department that the requesting party is authorized to receive information.	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5017	Ensure PSI is rendered unusable, unreadable or indecipherable to unauthorized individuals in accordance with Department of Health and Human Services Guidance published April 27, 2009.	Business Relationship Management	MR01 Establish Business Relationship	N/A	2	Section: Page:
RE-5018	Exercise extensive data (PSI and PII) screening to the FIPS 140-2 standards to qualify for the safe harbor provisions of the HITECH act.	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5019	Provide a solution that complies with the Federal Information Security Management Act (FISMA) regulations for security and privacy.	Business Relationship Management	MR01 Establish Business Relationship	N/A	2	Section: Page:
RE-5020	Comply with all additional protections of individual privacy rights provided by NYS OITS and organizations with which the State has Memorandums of Understanding (MOU) (e.g. Federal Parent Locator).	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5021	Ensure the network architecture and all proposed network hardware and software is compliant with NYS Office of Cyber Security and Critical Infrastructure Coordination, Cyber Security Policy P03-002, NYS Information Technology Policies, Standards and Guidelines (http://www.oasis.state.ny.us/IS/policies) and maintains compliance as security policies are updated by the Department.	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5022	Ensure the network architecture and all proposed network hardware and software is compliant with NYS Information Technology Policies, Standards and Guidelines G07-001, Identity and Access Management: Trust Model.	Business Relationship Management	MR01 Establish Business Relationship	N/A	1	Section: Page:
RE-5023	Ensure the proposed solution, including network architecture and all proposed network hardware and software, is compliant with security requirements for a Level 3 cryptographic module, as defined in Section 5131 of the Information Technology Reform Act of 1996, and further defined FIPS publication 140-2 issued May 25, 2001 to encrypt all PSI and PII data at rest and in motion.	Business Relationship Management	MR01 Establish Business Relationship	SP2 1, SP2 2	1	Section: Page:
RE-5024	Support a role based access control that has the flexibility to provide roles to State and State approved contractors, as defined by the Department.	Business Relationship Management	MR01 Establish Business Relationship	SP2 1	1	Section: Page:
RE-5025	Provide a user friendly interface for Security Administrators to grant, manage and revoke access for individuals.	Business Relationship Management	MR01 Establish Business Relationship	SP2 4	1	Section: Page:
RE-5026	Provide quarterly, or upon request of the Department, reports of access rights and update access rights upon request of the Department.	Business Relationship Management	MR01 Establish Business Relationship	SP2 4	1	Section: Page:

Process Inputs (X)	Type	Process Step	Output (Y)
Sandwich Maker	U	Setup	Jar PB
Setup Area	C		Jar J
Standard (Work Instruction)	U		Plate
Consumers Requirements	U		Butter Knife
Lighted Area	C		Bread
Sandwich Maker	U	Apply the Peanut Butter	Applied PB
Cup Measure	C		
Peanut Butter	U		
End Users Requirements	U		
Construction Tools	C		
Lighted Area	C		

Cause and Effect template using familiar Microsoft Excel Cause and Effect template Purpose: to identify what your customers care about To identify the few process input variables that provide the greatest opportunity to improve the process outputs that your customers care about most This simple Six Sigma tool answers the same questions as the (also easy to use) Measurement Selection Matrix, and the (much more thorough) QFD House of Quality template "What should we measure — that our customers care about?" and... "Where should we focus our attention — to give our customers the most satisfaction for an acceptable cost?" Video: Introduction to QFD & Cause and Effect Matrix Sample Cause and Effect Matrix example How to use your Cause & Effect Matrix template Find and open your template Find and open your Cause and Effect Matrix template (CauseEffect.xlsx) in the same way that you find and open your other 150+ Systems2win templates. Save your working document following the usual document storage and naming conventions established by your leaders Open a Blank Sheet When you're ready to start doing your own real work... click the button to 'Open a Blank Sheet' Excel Ribbon > Systems2win tab > Open a Blank Sheet This blank sheet is where you will do your real work (not on the Sample sheet — which gives you sample data that is extremely helpful for learning how to use your new tool, but is the wrong place to do your real work) Rename your new sheet. If English is not your preferred language Switch to your language, just like every Systems2win Excel template. Now your team is ready to start using your Step 1) Identify key customer requirements (process outputs) Use 'Voice of the Customer' worksheets to identify KEY requirements. Usually, you will work with less than 7 key requirements. Hide unused columns. Is it your job to put out fires? or to prevent them? Step 2) Rate importance to customer If you use a scale other than the usual 1-10 scale, edit the text box to explain your rating scale. (Whole numbers only) Important: The Pareto Chart won't work without ALL data entered — including 'Importance to Customer' Step 3) Enter the process inputs (steps) Copy your As Is worksheet to serve as the starting point for your To Be version. Step 4) Enter correlations Enter your team's rating of correlations between inputs and outputs Optionally use the text box to explain your team's rating scale. In version 12 and lower, you need to click the 'Pareto Refresh' button In version 13, this is no longer needed. Step 5) Focus your attention to improve the processes with the highest total scores These are the inputs with the most potential for making improvements that your customers care most about. Allow people time to think, ponder, and reflect, and encourage them to return (again and again) to the Hansei questions to stimulate Lean Thinking. How to Add and Move Rows You can add as many rows as you need above the bottom thin gold line. Don't just 'Insert Rows' To add rows, use the 'Add Rows' button in the Systems2win menu in the Excel Ribbon bar. and to Copy or Move rows, use use Insert Copied Cells and Insert Cut Cells (see training video) If you haven't already... watch this training video to learn the most important Excel skills that you will ever learn Excel training video Add, Copy, or Move rows This Cause and Effect Matrix template comes with many other useful Six Sigma tools, and tools for Design for Six Sigma Six Sigma Best Practices Library includes:: A3 Report, Audit Checklist, Black Belt Project Storyboard, Black Belt Tollgate Checklist, Cause and Effect Matrix, DMAIC Checklist, DMAIC Roadmap, DPO and DPMO Calculator, Eight Disciplines (8D), Five Whys Process, Margin of Error Calculator, MECE (Mutually Exclusive Collectively Exhaustive), Meeting and Project Roles Template, MTBF and MTTR Calculators, OEE Calculator, Pareto Chart, Process Control Plan, Project Priority Matrix, Project Purpose Worksheet, Project Schedule Worksheet, Project Screener, Project Selection Guide, Sample Size Calculator, SIPOC Analysis, Six Sigma Balanced Scorecard, Standard Operating Procedure (SOP), Takt Time Calculator, Voice of the Customer Table and XY (Cause & Effect) Matrix. you are here Accueil | RESOURCES | Excel Sheets Templates | Cause and Effect Matrix Spreadsheet 18 December 2019 A cause-and-effect matrix — sometimes called a C&E matrix for short — helps you discover which factors affect the outcomes of your Six Sigma initiative. It provides a way of mapping out how value is transmitted from the input factors of your system (the Xs) to the process or product outputs (the Ys). With these relationships visible and quantified, you can readily discover the most-influential factors contributing to value. Download Link error: Content is protected !! Click to see an example The Cause and Effect Matrix is used to understand the relationship between causes and effects. Whenever an output variable drifts out of specification, that is an effect. When an effect goes out of specification, you need to rank the potential causes in terms of importance, and the causes with the highest overall score should be addressed first in improvement efforts. This template is a Microsoft Excel spreadsheet that you can use and modify to meet your specific needs. It can easily be modified to include additional sections if needed. You may, for example, add more rows and columns, or use whatever scoring method that suits your situation. It comes with a cause and effect diagram to help brainstorm and organize your causes. Cause and Effect Matrix Template (28 KB) Cause and Effect Matrix Template (180 KB) Cause and Effect Diagram (180 KB) 0 ratings0% found this document useful (0 votes)19 views1 page, active Six Sigma Best Practices Library includes:: A3 Report, Audit Checklist, Black Belt Project Storyboard, Black Belt Tollgate Checklist, Cause and Effect Matrix, DMAIC Checklist, DMAIC Roadmap, DPO and DPMO Calculator, Eight Disciplines (8D), Five Whys Process, Margin of Error Calculator, MECE (Mutually Exclusive Collectively Exhaustive), Meeting and Project Roles Template, MTBF and MTTR Calculators, OEE Calculator, Pareto Chart, Process Control Plan, Project Priority Matrix, Project Purpose Worksheet, Project Schedule Worksheet, Project Screener, Project Selection Guide, Sample Size Calculator, SIPOC Analysis, Six Sigma Balanced Scorecard, Standard Operating Procedure (SOP), Takt Time Calculator, Voice of the Customer Table and XY (Cause & Effect) Matrix. Cause and effect matrix is a six sigma tool uses to prioritize the key process input variables (KPIVs) based on priorities of customer outputs (KPOVs). In other words it establish the correlation between process input variables to the customer’s outputs during root cause analysis.Cause and effect matrix also called X-Y diagram, Prioritization matrix and correlation matrix. The objective of cause and effect matrix is to mathematically compute the correlation between key process input variables (X’s) and Customer outputs (Y’s).Cause and effect analysis, process flow map and information about voice of customer are the pre-requisites for cause and effect matrix.A cause-and-effect matrix can be used to evaluate and document relationships between input and output variables. This method is also very much similar to the Quality Function Deployment. It objectively evaluates the team’s subjective opinion about the KPIVs.When Would You Use an X-Y Diagram in the DMAIC Process?Cause and Effect matrix is a great tool for prioritizing a long list of possible things and especially uses in the Measure phase of the DMAIC project . This method also used to determine the primary factors for experiments in DOE and also to determine the objective of the Matrix Diagram & FMEA.In a process all the input variables might influence the outcome, but all the input variables are not equally important. Hence develop a mathematical model to concentrate the important input variables with respect to the customers output. Cause and effect matrix helps to identify such key input variables.How Do You Use It?Step 1: First identify the customer requirements or in other words understand the voice of customer. This can be collected by conducting surveys, focus groups and other means to collect their priorities. Place those priorities in at the top of the X-Y diagramStep 2: Assign priority factor for each of the customer outputs. Generally use 1-10 scale, where 1 being the low priority and 10 being the high priority to the customerStep 3: List all possible key input variables or the improvement factors of the process in each row, those are the Xs in the X-Y diagram Step 4: Assess the relationship between key input variables to the customer outputs and rank each input variables accordingly. Recommended to use geometric progression scale (0,1,3 and 9) where 0 being no impact, 1-low impact,3-medium impact and 9- Input has strong impact or correlation on outputStep 5: Cross multiply the customer output priority numbers with correlation rankings and sum the each row at extreme right columnStep 6: Finally, determine the rank based on the highest sum total and highlight the critical few variables. This will help to identify the improvement areas.An Example of an X-Y Diagram.XYZ coffee shop franchise at San Diego downtown area reporting sales de-growth for the past 6 months. Six sigma team conducted root cause analysis and also they want to see the key process inputs that are impacting the process.Conducts customer survey and identified key customer requirementsAssign priority factor for each of the customer outputs.List all possible key input variablesAssess the relationship between key input variables to the customer outputs and rank each input variables accordinglyCross multiply the customer output priority numbers with correlation rankings and sum the each row Ex: for coffee flavor = 9*9+3*6+3*3+9*3+1*4 = 139Finally, determine the rank based on the highest sum total and highlight the critical few variables.Benefits of Cause and Effect MatrixIt helps to include customer inputs for decision makingVisually depict the correlation between key input variable to the customer out putsPriority ranking method helps to take the decision based on score rather than individual opinionsData collection cost may reduce by ignoring non key process inputsHelps to list all the input variables required for the processCause and Effect Matrix Videos Cause & Effect Matrix Excel TemplateHelpful Links

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