Procedure to Construct Affinity Diagrams



- 1. Describe problem/issues
- Gather verbatim from customers and write them down on different pieces of paper or sticky notes
- We Want your comments
- 3. Sort issues/suggestions into various themes or categories
- 4. Reach consensus on sorting of ideas/suggestions
- 5. Discuss a theme/category name for each group
- 6. Draw out the affinity diagram as shown in the example