

Tools for Knowledge Workers

24 Problem-Solving Tools



The 24 problem-solving tools are listed below.

1. Affinity Diagram
2. Benchmarking
3. Brainstorming
4. Check Sheet/Tally Sheet
5. Control Chart/Shewhart Chart
6. Decision Tree
7. Fishbone/Ishikawa Diagram
8. Five Whys
9. Flowchart
10. Force Field Analysis
11. Gantt Chart
12. Goals Grid
13. Histogram
14. Mindmap
15. Nominal Group Technique
16. Paired Comparison
17. Pareto Chart
18. Relationship Diagram
19. Run Chart
20. Scatter Diagram/Scatter Plot
21. Standard Data Displays
22. Stratification
23. Tree Diagram
24. Weighted Comparison

A paper describing each tool in more detail, along with an accompanying visual, can be accessed by clicking [here](#).

