Problem Solution - 5 Why's Analysis Worksheet

By asking successive 'Why's' the team may be able to identify Root Cause

Operation:	Date:	Area:	Product/Process:
Problem Descritption:			

Be sure the 5 Why's is grounded in observation <u>not</u> deduction

Therefore

What is the failure, rework, waste identified?'

Therefore

Why did this occur?	**Is Confirmation Necessary?**	**How is this confirmed?**
	Yes →	

Therefore

No ↓

Why did this occur?		**How is this confirmed?**
	Yes →	

Therefore

No ↓

Why did this occur?		**How is this confirmed?**
	Yes →	

Therefore

No ↓

Why did this occur?		**How is this confirmed?**
	Yes →	

No ↓

Why did this occur?		**How is this confirmed?**
	Yes →	

Root Cause

A ROOT CAUSE must be one of three things:
1. Lack of a standard/process   2. Lack of adherence to a standard/process   3. Inadequate standard/process

When Is 5 Whys Most Useful?

When problems involve human factors or interactions.

In all types of business situations whether solving a lean manufacturing or for any other business problem.

Benefits Of The 5 Whys.

It helps to quickly identify the root cause of a problem.
It helps determine the relationship between different root causes of a problem.
It can be learned quickly and doesn't require statistical analysis to be used.

Instructions:

STEP 1 : Define the problem. What is the product, process or service that has failed.

STEP 2 : Ask: Why did this occur?

STEP 3 : Answer: Does this reason need to ne confirmed? If No proceed to next 'Why?'
        If Yes, then record how confirmation was made.

STEP 4 : Repeat Step 2 & 3 until Root Cause is identified.

STEP 5 : Verify Root Cause by starting at the probable Root Cause and connecting
        it to the previous cause using 'Therefore'

STEP 6 : Repeat Step 5 until you reach the problem

STEP 7 : If there is a logical connection between each pair of statements back
        to the problem then you have likely found the Root Cause

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