

Five Whys

- The Five Whys is a problem-solving technique that helps get to the root of a problem.
- The Five Whys strategy involves looking at any problem and drilling down by asking: "Why?" or "What caused this problem?"
- While you want clear and concise answers, you want to avoid answers that are too simple and overlook important details.
- Typically, the answer to the first "why" should prompt another "why" and the answer to the second "why" will prompt another and so on; hence the name Five Whys.

Work through this problem as a class:
My water is always warm by lunchtime.



Five Whys

Directions

To determine the root cause of a problem, ask **why**? Write the answer to each why in the box provided. After each why, ask if this is the **root** cause. If yes, you have finished! If not, conduct another round of questioning. The process can be repeated multiple times to uncover multiple root causes.

Identified Problem

1
WHY

2
WHY

3
WHY

4
WHY

5
WHY