
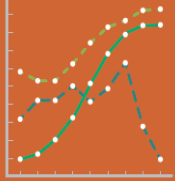





What is 5 Whys?

Five Whys is a simple and effective problem-solving tool that uses the knowledge and experience of frontline team members to discover the root cause of problems impacting their work. Once the problem and its root cause are understood, a plan can be put in place that improves the work process so the same problem does not happen again.

5 REASONS TO USE 5 WHYS				
 <p>IDENTIFY THE CAUSE, NOT JUST THE SYMPTOMS</p>	 <p>PERFORM AN EVIDENCE-BASED ANALYSIS</p>	 <p>ELIMINATE ISSUES IN YOUR SYSTEM FOR GOOD</p>	 <p>SEEK IMPROVEMENTS AND WELCOME CHANGE</p>	 <p>BUILD A CULTURE THAT EMBRACES PROGRESS</p>
<p>Dig deep and find the underlying issues that led to the problem rather than using a quick-fix solution or playing the blame game.</p>	<p>Don't assume or jump to conclusions about the source of the problem - make sure you have proof that it's the cause, every step of the way.</p>	<p>Be proactive rather than reactive. When issues arise, prevent their reoccurrence to save time and increase the quality of your system.</p>	<p>Encourage your stakeholders to constantly seek ways to improve and adapt your process to ensure its long-term success.</p>	<p>Encourage your team to raise issues and concerns without fear or judgment, and to seek long-term solutions rather than the easy way out.</p>

How to Five Why in 5 Easy Steps:

1. Assemble a team of people who are familiar with the problem and the process you're trying to improve. Include people who do the work and will have to live with the improvements you've made.
2. Define the problem as simply as possible. Get agreement and buy-in from the team.
3. Ask the first "Why?" by asking the team why the problem defined in step two is occurring.
4. You may get several answers. It is alright to go through the five whys more than once if there isn't agreement at this stage.
5. Ask "Why?" again and again to examine the answer to your previous "Why?" Keep going until you get to the root cause.

Develop a corrective action that addresses your root cause and check to make sure your corrective action actually improves the process.

Resources: Use the 5 Whys Template on the [Show Me Excellence Website](#) to work through your problem, answers, and corrective action.