

# 5 WHYS TOOL

## STEPS

1. Define a problem; be specific.
2. Ask why this problem occurs and list the reasons in Box 1.
3. Select one of the reasons from Box 1 and ask, "Why does this occur?" List the reasons in Box 2.
4. Continue this process of questioning until you have uncovered the root cause of the identified problem. If there are no identifiable answers or solutions, address a different reason.

The problem:

Why does this occur?



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