

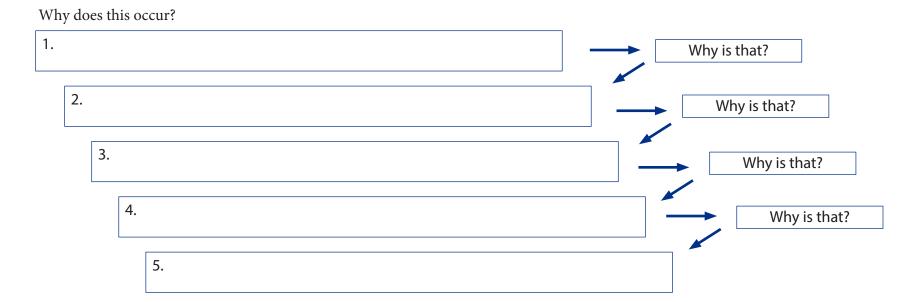


## **5 WHYS TOOL**

## **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:



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