

Five Whys

Clearly state the problem:

Why did this occur?

Is this a
root cause?

Yes /
No

If no, why did this occur?

Is this a
root cause?

Yes /
No

If no, why did this occur?

Is this a
root cause?

Yes /
No

If no, why did this occur?

Is this a
root cause?

Yes /
No

If no, why did this occur?

Is this a
root cause?

Yes /
No

Root Cause: (Ensure this is
within your control)

Possible
Solutions/Countermeasures: