

# Asking “Why?”

*The 5 Whys is a problem solving technique that aims to get to the root cause of an issue by repeatedly asking “Why?”*

- 1** *Identify the problem or issue that needs to be addressed.*
- 2** *Ask “why” to understand the immediate cause of the problem*
- 3** *Continue asking “why” for each answer until the root cause is determined.*
- 4** *Develop and implement solutions that directly address the root cause*
- 5** *Evaluate the effectiveness of the solutions and monitor for any reoccurrence of the problem.*

