

Asking “Why?”

The 5 Whys is 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.*

