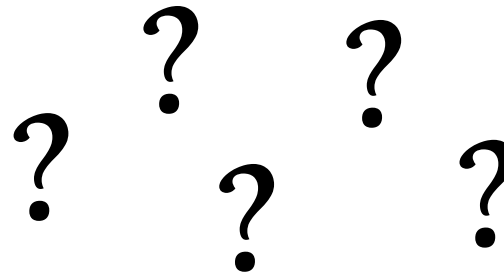


5 WHYS

The 5 Whys is a technique used to explore the underlying cause of a particular problem by repeatedly asking the question “Why?” Each answer forms the asking basis of the next question and serves to peel away the layers of symptoms which can lead to the root cause of a problem.



Example: Dry Cleaners Losing Items

Application

- Look for causes
- Solve problems
- Drive creativity

Steps

1. Assemble a team
2. State the problem
3. Start asking why the problem exists until a potential root cause is identified
4. Validate the root cause

Why are clothing items being lost?

- Tickets have errors

Why do tickets have errors?

- Clerk at front counter not recording number of items accurately

Why is clerk at front counter not recording number items accurately?

- Sometimes there are 5 or more customers waiting so the clerk get rushed

Why are there 5 or more customers waiting?

- Counter is not staffed for busy times (5pm – 7pm)

Why wasn't counter staffed for busy times?

- Manager was unaware that busy times caused back-ups and errors