

**Exercise 10c**

Root Cause Identification – Five Whys

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Instructions:

1. Select a problem from your own work or life experience and apply the *five whys* tool to identify the root cause.

**Steps**

1. State the problem to be analyzed.
2. Use brainstorming, brain-writing and other approaches to find the causes at the level below the starting point.
3. Ask “Why is this a cause of the original problem?” for each identified cause.
4. Depict the chain of causes as a sequence of text on a whiteboard.
5. For each new answer to the question, ask the question again, continuing until no new answer results. This will most likely reveal the core of the root causes of problem.
6. As a rule of thumb, this method often requires five rounds of the question “Why?”
7. Identify the corrective action to resolve the problem.

AQS200 – Root Cause

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