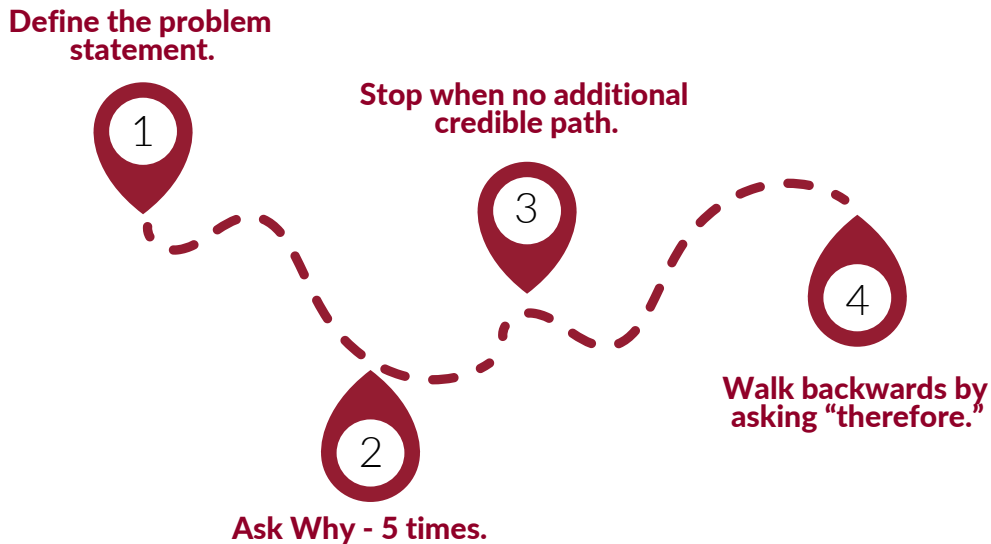


# USING THE 5-WHY METHOD

## THE 5 WHY PROCESS STEPS



## THE BENEFITS OF 5 WHYS

- ✓ **Very simple approach:** Anyone can use it, children use it to learn
- ✓ **Evaluates the process:** Captures snapshot of team knowledge
- ✓ **Use it anywhere, anytime:** Doesn't involve advanced knowledge
- ✓ **Can be done in your head**

## 4 DISADVANTAGES OF 5 WHYS

- 1**  
**Will not work on complex problems**  
May lead to complacency
- 2**  
**Results are not repeatable**  
Different people can come up with different causes for the same problem
- 3**  
**Linear approach**  
May lead to one set of causes and less than ideal solutions
- 4**  
**Branching may be needed**  
In-depth analysis to get to the root cause



# APPLICATION EXERCISE

## USE THE 5 WHY FOR SIMPLE/STRAIGHTFORWARD PROBLEMS

