


Using the 5 Whys for Root Cause Analysis

TEMPLATE #1

Define the Problem:

Why is this happening? (Identify each as something in which you have “no control”, “can influence,” or can control. Ask as many whys as you need to get to the root cause.) **Caution:** If your last answer is something you cannot control go back up to previous answer.

Why?  ¹

Why?  ²

Why?  ³

Why?  ⁴

Why?  ⁵

Counter Measure:
How do we stop this from
happening again?

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Template #2

		Confirmation	
		Root Cause?	Counter Measure
What is the abnormal condition/problem?	Insert problem statement.		
Why did this occur (1)?	Why?	Yes <input type="radio"/> → No <input type="radio"/>	
Why did this occur (2)?	Why?	Yes <input type="radio"/> → No <input type="radio"/>	
Why did this occur (3)?	Why?	Yes <input type="radio"/> → No <input type="radio"/>	
Why did this occur (4)?	Why?	Yes <input type="radio"/> → No <input type="radio"/>	
Why did this occur (5)?	Why?	Yes <input type="radio"/> → No <input type="radio"/>	

Root Cause