

5 – Whys

»Repeatedly Ask The Question Why To Find A Problems Causes»

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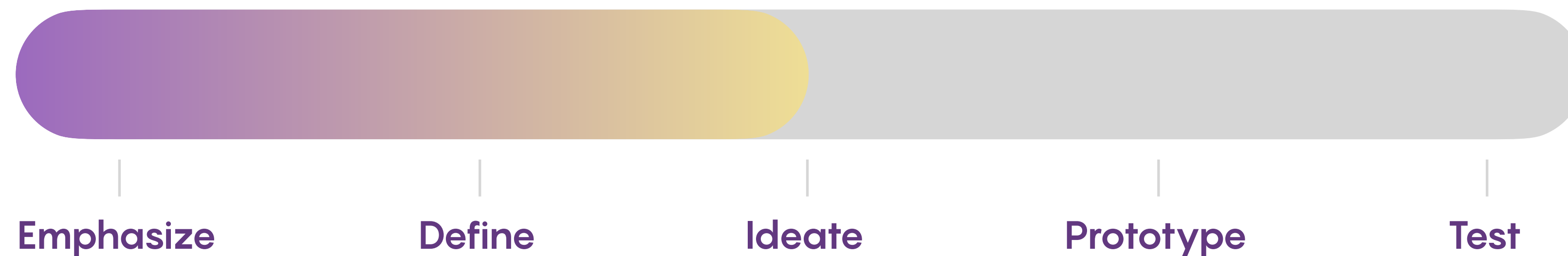


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Introduction

- The primary goal of the technique is to determine the root cause of a defect or problem by repeating the question "Why?".
- Two main primary techniques
 - The fishbone (or ishikawa diagram).
 - The tabular format technique

Design Phases



Materials

- ▶ Large sheet of paper (big enough for everyone to stand around)
- ▶ Wall or board to put the paper on
- ▶ Private and quiet space
- ▶ Marker, Pencils
- ▶ People should be standing

Preparation

Always go through a root cause analysis phase of difficult problems — otherwise solutions may be short-lived and unsustainable.

Don't debate each point to death. Identify issues and move onto the next as quickly as possible. It's important to complete it so you can see the whole picture before drawing conclusions.

Instructions



- ▶ Write down the problem
- ▶ Ask why the problem is happening
- ▶ Write the answer to the “Why”
- ▶ If the answer didn't identifies root causes start from step 2



Strengths:

Simple technique and usable for identifying every problem's root.

Weaknesses:

Tendency to stop at symptoms without closing up to root causes of a problem. Knowledge limits the ratio of causes that can be found. Results are not repeatable.



Links

Ohno, Taiichi (1988). Toyota production system: beyond large-scale production.

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Five why root cause analysis, Available at: <https://workshopbank.com/5-whys-rootcause-analysis> (Accessed 13th August 2020).

Bulsuk, Karn. "An Introduction to 5-why". Retrieved September 5, 2019.



Contact

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