The Five Whys Template

Use this template to quickly discover the root cause (the REAL cause) of a problem.

**Define the Problem:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Why is it happening?** |  |  |  |  |
| 1. |  |  |  |  |
|  | **Why is that?** |  |  |  |  |
|  | 2. |  |  |  |
|  |  | **Why is that?** |  |  |  |  |
|  |  | 3. |  |  |
|  |  |  | **Why is that?** |  |  |  |  |
|  |  |  | 4. |  |
|  |  |  |  | **Why is that?** |  |  |  |  |
|  |  |  |  | 5. |

Note: If the last answer is outside of your control, go back up to the previous question.