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.