Five Whys

DESCRIPTION

The "five whys" is a quality tool used to drill down into an issue and to bring clarity and refinement to a problem statement and get to the root cause. The "five whys" technique was originally described by Taiichi Ohno at Toyota Motor Corporation. The goal of the five why technique is to determine the root cause of a defect or problem by repeating the question "Why?" five times.

Data from brainstorming sessions and /or fishbone diagram can be used to construct the "five whys".

STRENGTHS	WEAKNESSES
Most useful when the problem involves a	Users can potentially stop the "five whys" process
human interaction or factor. In addition, it is	before getting to the root cause of the problem.
easy to use without utilizing statistical	
analysis.	

APPLICATIONS

1. Identifying the root cause of a problem.

HELPFUL HINTS

- 1. Draw a box and clearly document the problem or solution to be explored.
- 2. Below the statement box draw five boxes in descending order.
- 3. Ask "why" five times and write the answers in the boxes drawn.
- 4. It may take less or more than five times to reach the root cause or solution.

EXAMPLES

