

5 Whys Root Cause Analysis

Initial Problem Description

Reminders: Write down all the details of the event - location, equipment, relevant personnel.

Notes

Why #1

Reminders: At this point, this is a broad statement as to why we’re seeing this failure.

Notes

Why #2

Reminders: Always narrow down the scope of the problem. Spend some time thinking and investigating.

Notes

Why #3

Reminders: Don’t hesitate to use a different question as long as it helps you narrow down the scope - “what,” “who”

Notes

Why #4

Reminders: Collect as much information about the problem as you can. Remember that you may need to pass this problem statement to a different resource which would save them time.

Notes

Why #5

Reminders: Don’t hesitate to use the other side of this sheet if you need to take more notes, use more questions, etc.

Notes

Resolution

Reminders: Document how the problem was resolved and save a copy of this document for your future reference. If possible, upload a digital copy to a server.

Notes



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