

Tips for Successfully Implementing the Five Whys

☐ 1. Never Search for the Root Cause Alone

Answers can sometimes generate emotional responses, therefore, digging into the root cause should be done as a team to reduce the risk of bias.

☐ 2. Don't Feel the Need to Stop at Five

Try not to look at five as a firm number. The number of iterations will vary based on each specific problem.

☐ 3. Learn to Distinguish Causes from Symptoms

It's vital to continue probing each answer extensively to uncover deeper underlying causes.

☐ 4. Be as In-Depth with Your Answers as Possible

With each answer, you're ultimately looking for another question. Keep your answers as detailed as possible to help with the flow.

☐ 5. Make Sure You Gather the Right Resources

Gather everything you need in advance of the meeting that will help to make an informed decision (personnel, documentation, communication etc.)