

QUICK START GUIDE

- **State and note the problem:** Begin by clearly stating the initial problem that you are facing and note it down on the template.
- **Ask the first "Why?":** Ask and write down "Why?" this problem occurred. This forms your first level of inquiry.
- **Continue the inquiry:** Based on the answer you get, ask "Why?" again. This forms your second level of inquiry.
- **Repeat the process:** Continue this process, asking "Why?" for each answer you get. Do this for a total of five levels of inquiry.
- **Identify the root cause:** At the end of the fifth "Why?", you should be able to uncover the underlying root cause of the issue. The root cause can sometimes be identifiable within the first through fourth "Why" in all of the document types. If this happens, you can move on to the corrective action plan.
- **Formulate a corrective action:** Based on the root cause, write down a corrective action to address the problem and additional note if applicable.

THE 5 WHYS TEMPLATE

What is the problem?	Insert your text here		
Why did this occur?	1 Why did this occur? Insert your text here	Is this a root cause? Insert your text here	
	└─┬─>	2 Why did this occur? Insert your text here	Is this a root cause? Insert your text here
		└─┬─>	3 Why did this occur? Insert your text here
			Is this a root cause? Insert your text here
		└─┬─>	4 Why did this occur? Insert your text here
			Is this a root cause? Insert your text here
		└─┬─>	5 Why did this occur? Insert your text here
			Is this a root cause? Insert your text here
Corrective action	Insert your text here		Additional Notes Insert your text here