

EFFECTIVELY USE 5 WHY ANALYSIS

TOPIC: 5 WHY ANALYSIS

5 WHY EXAMPLE

One of the monuments in Washington D.C. is deteriorating!

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| 1 | Why is the monument deteriorating? | Because harsh chemicals are frequently used to clean the monument |
| 2 | Why are harsh chemicals needed? | To clean off the large number of bird droppings on the monument |
| 3 | Why are there a large number of bird droppings on the monument? | Because the large population of spiders in and around the monument are a food source to the local birds |
| 4 | Why is there a large population of spiders in and around the monument? | Because vast swarms of insects, on which the spiders feed, are drawn to the monument at dusk |
| 5 | Why are swarms of insects drawn to the monument at dusk? | Because the lighting of the monument in the evening attracts the local insects |

Solution: Change how the monument is illuminated in the evening; prevent attraction of insects

STEPS TO CONDUCT THE 5 WHY ANALYSIS TECHNIQUE

1. DEFINE THE PROBLEM FOR WHICH YOU ARE TRYING TO IDENTIFY THE ROOT CAUSE. INSERT THE STATEMENT YOU WISH TO INTERROGATE
2. KEEP ON ASKING "WHY" UNTIL THE TEAM AGREES THEY HAVE REACHED THE ROOT CAUSE, OR THE ANSWER PROVIDED DOES NOT HAVE A FURTHER "WHY" (NOTE THIS MIGHT BE AFTER 4 WHYS OR AFTER MORE THAN 5)
3. ONCE THE ROOT CAUSE HAS BEEN IDENTIFIED, HIGHLIGHT IT
4. DEVELOP A CORRECTIVE ACTION AND ASSIGN RESPONSIBILITY FOR ACTION
5. ADD THE DATE WHEN THE ACTION GETS COMPLETE