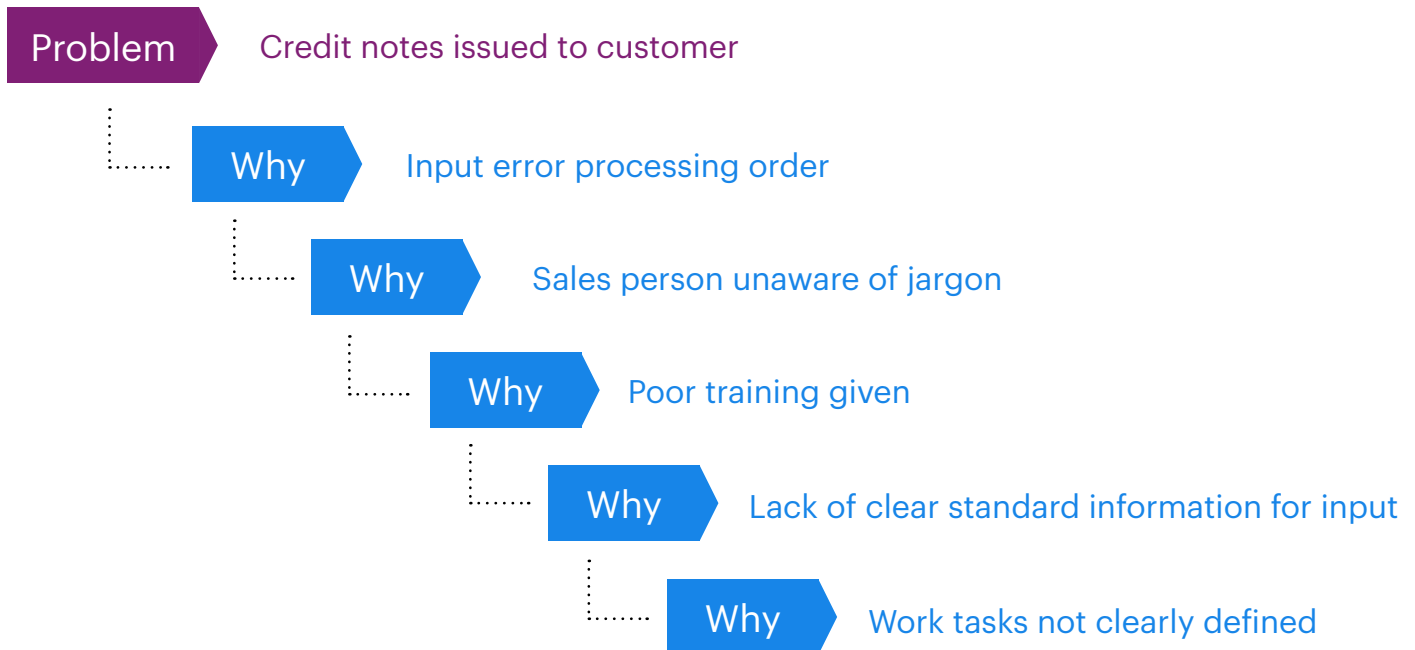




# 5 Whys



## What is it?

This is a simple technique to help identify the root causes of a problem. Using the question 'Why?' five times (or more if necessary) it encourages people to probe below the surface to the underlying reasons for a problem existing.

## What can it be used for?

During team-based problem-solving this technique helps to measure the extent of a problem by identifying root causes and influential factors. It can be used for the same purposes as a fishbone diagram.

It is also a useful technique to:

- Encourage experienced people at work to share their knowledge and expertise with others
- Use during coaching to encourage the learner to explore their own reasoning and thought processes

## How to do it:

In any circumstances where underlying causes or influences are not immediately apparent ask the question 'Why?' until the answer is clear.

### Tips and guidelines

You can practise this in your day-to-day discussions with others.