

Root Cause Analysis Series

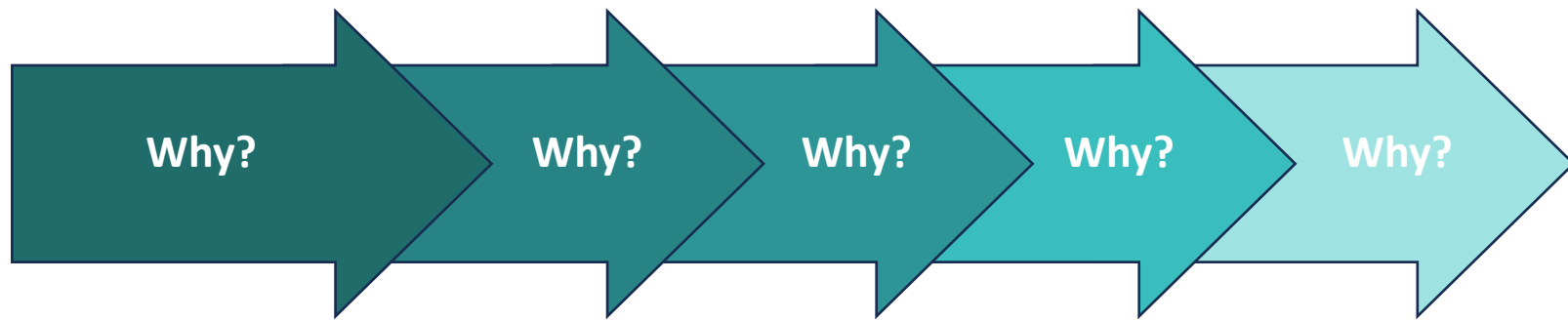
Step 2 (Option A): Five Whys



LME/MCO: _____

One of the ways your team can begin to deepen your understanding of the problem is through a five whys exercise. Starting with your completed problem statement from step one, ask yourself “why?” Capture your answer in the box labeled Response 1. Continue this for Responses 2-5. You may consider the exercise finished when you reach 5 or are no longer able to answer the question. Depending on your problem statement, you may choose to use an additional copy of this sheet to continue beyond 5 as well.

Problem statement (from step 1):



Response 1:

Response 2:

Response 3:

Response 4:

Response 5:

v1|07.01.2024