

Tools for focusing: The 5 Whys analysis tool

The 5 Whys analysis method is designed to move past symptoms and to avoid blaming or deficit theorising in order to understand the true root cause of a problem. Start by identifying the problem and then ask why it happens. Continue asking why until you identify an actionable root cause.

Memory tip	Effective 5 Whys criteria
L	Logical specific causes flow with evidence observed at each Why
E	Effective improvements/changes can be identified within your or your team's control
A	Avoid blaming
D	Denominator is consistent
S	Stop asking why when you have reached an actionable root cause

Why #1: Start with the identified problem and ask why it is happening, then insert your answer here



Why #2:



Why #3:

Why #4:



Why #5:



Root Cause: This is the issue you will need to improve

