**5 WHYs TEMPLATE**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DEFINE THE PROBLEM** |  |  | | | | |  |  | |  | | | |  | | |  |  | | |  |  | | |  |  | | |  |  | | | | | | | |  | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | |
|  |  | | | | |  |  | |  | | | |  | | |  |  | | |  |  | | |  |  |  | |  | | | | | | | | |  | | | |
| **WHY IS THIS  A PROBLEM?** |  | **PRIMARY CAUSE** | | | | | |  | |  | | | |  | | |  |  | | |  |  | | |  |  |  | |  | | | | | | | | |  | | | |
|  | Why is it happening? | | | | | | | | | | | | | | |  |  | | |  |  | | |  |  |  | |  | | | | | | | | |  | | | |
| 1 |  | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | |  | | | | | |  | | | |
|  |  | |  | Why is that? | | | | | | | | | | | | | | | |  |  |  |  | | | |  |  | | | | | | | | | | | | |
|  |  | | 2 |  | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | |
|  |  |  | | |  | Why is that? | | | | | | | | | | | | | | | | | | | | | |  |  | | | | |  | | | |  | | |
|  |  |  | | | 3 |  | | | | | | | | | | | | | | | | | | | | | | | |  | |  | | | |  | | |  | |
|  |  | | | | | | | | | Why is that? | | | |  |  | | |  | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | 4 | |  | | | | | | | | | | | | | | | | | | | | | | |  | |  | | | | | |
|  |  | | | | | | | | | | | Why is that? | | | | | | | **ROOT CAUSE** | | | | | | | | | | | | | | | | | | | | |  |
|  | **NOTE: If the final "Why" has no controllable solution, return to the previous "Why."** | | | | | | | | | | 5 | |  | | | | | | | | | | | | | | | | | | | | | | | |  | | | |
|  |  | | | | |  |  | |  | | | |  | | |  |  | | |  |  | | |  |  | | |  |  | | | | | | | |  | | | |
| **CORRECTIVE ACTION TO TAKE** |  | **ACTION/PLAN** | | | | | | | |  | | | |  | | |  |  | | |  |  | | |  | PARTY RESPONSIBLE | | | | | | | | | | | |  | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | |  |  | | | | | | | | | | | |  | | | |
|  |  | DATE ACTION TO BEGIN | | | | | | | | | | | |  | | | |
|  |  |  | | | | | | | | | | | |  | | | |
|  |  | DATE TO COMPLETE | | | | | | | | | | | |  | | | |
|  |  |  | | | | | | | | | | | |  | | | |
|  |  | | | | |  |  | |  | | | |  | | |  |  | | |  |  | | |  |  | | |  |  | | | | | | | |  | | | |