skillmivo.

5 Whys Investigation

ROOT-CAUSE ANALYSIS

Move beyond the immediate symptom. Support every answer with evidence.

Clearly defined problem

What happened? What is its actual impact? When and where?

Why #1

What is the immediate cause supported by evidence?

Why #2

Why did that happen? What evidence supports the claim?

Why #3

What condition or process allowed it?

Why #4

Why was that condition present?

Why #5 / further causes

What systemic contributors require verification?

Verification and action

How will you verify, correct and test the causes?

Five is a prompt, not a quota. Investigate multiple causal branches where needed.