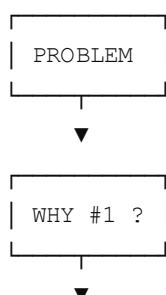


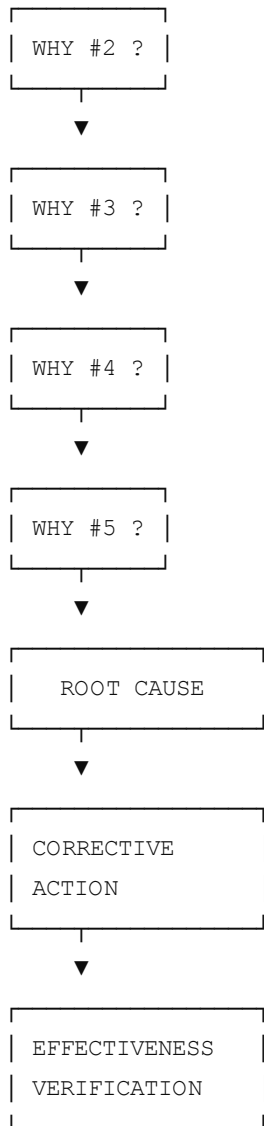
The 5 Why Process – 3D Infographic Table

THE 5 WHY PROBLEM SOLVING PROCESS

STEP	3D PROCESS BLOCK	PURPOSE
1	DEFINE THE PROBLEM	Clearly describe: • What happened? • Where did it happen? • When did it happen? • How serious is it?
2	WHY #1 ?	Identify the immediate cause. Ask: Why did the problem occur?
3	WHY #2 ?	Dig deeper into the process cause. Ask: Why did Why #1 happen?
4	WHY #3 ?	Identify contributing factors. Ask: Why did Why #2 happen?
5	WHY #4 ?	Identify system weaknesses. Ask: Why did Why #3 happen?
6	WHY #5 ?	Determine the true root cause. Ask: Why did Why #4 happen?
7	ROOT CAUSE VERIFIED	Confirm with evidence and data. Remove assumptions and opinions.
8	CORRECTIVE ACTION	Eliminate the root cause and prevent recurrence.
9	EFFECTIVENESS REVIEW	Verify that the problem does not happen again.

3D Process Flow





Golden Rule of 5 Why

Problem → Cause → Deeper Cause → System Cause → Root Cause
(Do not stop at "Human Error")



Remember: The objective of the 5 Why process is not to identify **who made the mistake**, but to determine **why the system allowed the mistake to happen**.