|  |  |  |
| --- | --- | --- |
| **DEFINE THE PROBLEM** | **Define problem here:** |  |
|  |  |  |
| **WHY IS THIS A PROBLEM?** |  | **PRIMARY CAUSE***Why is it happening?* |  |
| 1 | It is happening because: |  |
|  | *Why is that?*  |  |
|  | 2 | It is happening because: |  |
|  | *Why is that?*  |  |
|  | 3 | It is happening because: |  |
|  | *Why is that?* |  |
|  | 4 | It is happening because: |  |
|  | **ROOT CAUSE***Why is that?* |  |
| Note: if final “Why” has no controllable solution, return to previous “Why”. | 5 | It is happening because: |  |
|  |
| **CORRECTIVE ACTION TO TAKE** | **CORRECTIVE ACTION** |  |
|  |

**5 WHYs TEMPLATE**