|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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**