

Root Cause Investigation Tool

Problem > Solution - 5 Why's Analysis

Benefits of the 5 Whys:

- ✓ It helps to quickly identify the root cause of a problem.
- ✓ It helps to differentiate between the contributing factors of a problem and its root cause(s).
- ✓ It helps determine the relationship between different root causes of a problem.
- ✓ It can be learned quickly and doesn't require statistical analysis to be used.

When are the 5 Whys most useful?

When problems involve human factors or interactions.

In all types of health, safety and environmental situations whether investigating a personal injury or solving the reasons behind an environmental incident.

Example of a 5 Why Analysis:

A worker loses the tip of his finger when it's pinched between a drive belt and an unguarded pulley. The first step is to identify the problem. In our case it's self-evident. Continue to ask WHY about each response to a question and when you are no longer able to answer the question you've likely arrived at a root cause.

1. Why was the worker's finger crushed?

His finger was caught between a moving pulley and belt.

2. Why was the finger caught between the pulley and the belt?

The guard on the pulley was missing.

3. Why was the guard missing?

A mechanic had overlooked replacing it.

4. Why was it overlooked?

There is no written equipment servicing checklist.

5. Why is there no checklist?

No hazard assessment was completed.

Problem > Solution - 5 Why's Analysis Worksheet

Department:		Location:		Date:		Product/Process:	
<p>Problem Description:</p> <p>Use this route to specify the nonconformity that is being investigated.</p> <p>Use this route to investigate why the problem wasn't detected.</p> <p>Use this route to investigate the root cause of the system.</p>						<p>Root Causes</p>	
						<p>Corrective & Preventive Actions Responsible Party</p>	
						<p>Date</p>	
						<p>A</p>	
						<p>B</p>	
						<p>C</p>	
Problem > Solution Completed:		Solution Date:		Break point of the change in the process:		Implementation Date:	