

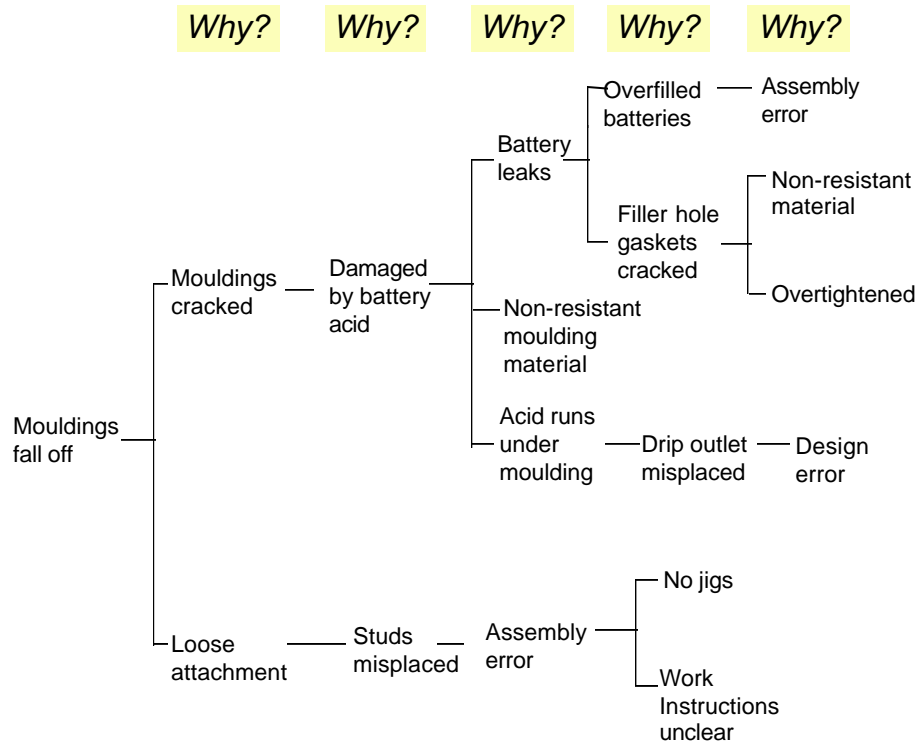
“WHY – WHY” TOOL

Purpose “Why-Why” Analysis helps to structure brainstormed ideas towards problem root causes.

When to Use it When the team needs to explore possible root causes and represent them on a single diagram.

- How to Use it**
1. State the problem to be analysed.
 2. Ask "Why" - ie. what are the first level of causes of the problem?
 3. Write each cause on the diagram.
 4. For each cause, ask "Why" again and write the answers in the next column, linked to the previous answer.
 5. Keep asking "Why" until no more answers can be suggested.
 6. Use the causes listed, especially those on the last level of the diagram, to generate possible solutions.
 7. Review data for evidence of which causes are most important; gather fresh data if necessary.

Example





Team: _____
Date: _____

Why?

Why?

Why?

Why?

Why?

Problem Statement

