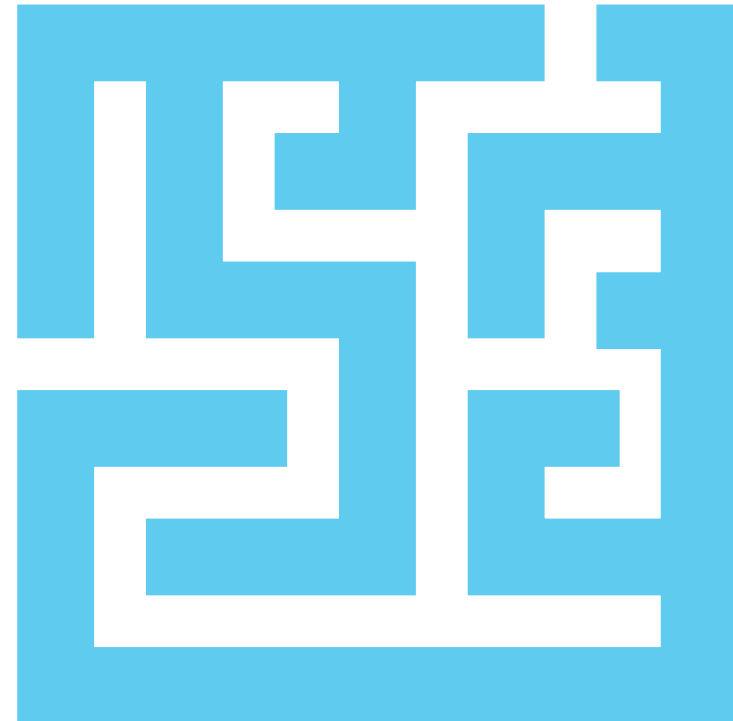


▶ 5 WHYS

Presented by
Continuous Improvement Team

What is the 5 WHYS?

- ▶ The 5 WHYS is a great technique to help you get to the root cause of a problem. The 5 Whys method is part of the Toyota Production System(TPS).
- ▶ The TPS developer, Taiichi Ohno said “The basis of Toyota’s scientific approach is to ask why five times whenever we find a problem... By repeating why five times, the nature of the problem as well as its solution becomes clear.”



How to apply the 5 whys

- ▶ By asking the question “why” five times, you may find the source of the problem is not what you expected. It will stop you from implementing a solution to a root cause that doesn’t actually exist.
- ▶ The purpose of the 5 Whys method is to make sure you examine a certain problem in depth until it shows you it’s true root cause. You may actually need to ask “why” more than 5 times (or less!)

Example of 5 Whys

Problem: Ran through a red light.

Why?

Late for work.

Why?

Woke up late.

Why?

Alarm clock broke.

Why?

Didn't check if it worked.

Why?

Forgot to do it last night.

QUESTIONS





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