

The 5 Whys Template

Start by clearly defining the initial problem. Then, ask 5 times why to identify the root cause. Each why is a consequence of the why-answer before and should view the issue from a different angle.

The high-level issue:

State what you want to analyze

1st Why
observable fact

2nd Why
reason to 1st why

3rd Why
processes, decisions, constraints

4th Why
structural issues

5th Why
The root cause