

5 Why Analysis Root Cause Tool...

5 Whys?

Problem

Run through a red light 

Why? Late for work

Why? Work up late

Why? Alarm clock broke

Why? Didn't check if it worked

Why? Forgot to do it last night

Why?

Why?

Why?

Why?

Why?





Origin of 5 Whys?

Problem →



The origin of 5 Why analysis tool is happened in Toyota only. In the era of Japanese industry revolution, guy named **Sakichi Toyoda**, a Japanese inventor and industrialist has developed the five whys analysis tool as part of Toyota Production System (TPS), which is now used by many industries and is considered to be the best lean management tool for root cause analysis.



What is 5 Whys?

Problem →

The 5 way technique is one of the most effective and most preferred **root cause analysis** tools in the world of problem solving, TQM, Lean Management, Six Sigma and so on. The **5 why tool** effectively helps you to solve difficult of problems to the root by fixing all the causes with proper **permanent corrective action** that helps in preventing failures and mistakes recurring in future.



What are 5 Whys?

Problem ↗

The five whys (5 whys) is a **problem-solving tool** or method that effectively solves a problem by making use of **cause-and-effect diagram**. The main goal of 5 whys is to find the root cause of a problem or a defect, by successfully asking the question why at-least 5 times in succession for every answer.



How to use 5 Whys Analysis?

Problem

The 5 why analysis root cause model follows the simple seven step process to find out the exact root cause of any problem. To use 5 whys follow the below steps.

1. Assemble a Team
2. Define the Problem
3. Ask the First “Why”
4. Ask “Why” 4 More Times
5. Know When to “Stop”
6. Address the Root Cause
7. Monitor Effectiveness

5 Whys
How To...?



When to use 5 Whys Analysis?

Problem 

The 5 why analysis can be used anywhere you want where you see a problem and want to solve a problem.

- Problem solving
- Troubleshooting
- Quality management
- Complex problems
- Simple problems
- In your own life and so on.

5 Whys
When To...?

5 Why Analysis Root Cause Tool...

5 Whys?

Problem: There is a puddle of water on the shop floor

- 1. Why?: The overhead pipe is leaking**
- 2. Why?: There is too much water pressure in the pipe**
- 3. Why?: There is a faulty control valve**
- 4. Why?: Control valves have not been tested**
- 5. Why?: Control valves are not on the preventive maintenance plan**

Why?

Why?

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Why?

Why?





Examples of 5 Whys ...

5 Whys?

Problem

Run through a red light



57 Examples of 5 Whys

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WWW.VDIVERSIFY.COM
TRANSFORM YOUR BLOGGING JOURNEY

1 Examples of 5 Whys....

Problem: Run through a red light

1. Why?: Late for work
2. Why?: Work up late
3. Why?: Alarm clock broke
4. Why?: Didn't check if it worked
5. Why?: Forgot to do it last night

Root Cause: Forgot to do it last night

5 Whys?

Why?

Why?

Why?

Why?

Why?



2 Examples of 5 Whys....

Problem: Customer is refusing to pay for advertisement banners that we have printed

1. Why?: The delivery was late, so the advertisement banners couldn't be used
2. Why?: The job took longer than we expected
3. Why?: We ran out of printer ink
4. Why?: The ink was all used on a large scale and it was a last minute order
5. Why?: No min and max stock defined

Root Cause: No min and max stock defined

5 Whys?

Why?

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Why?



3 Examples of 5 Whys....

Problem: Coolant is leaking from a machine

- 1. Why?: Machine may be damaged**
- 2. Why?: A seal was damaged**
- 3. Why?: Metal shavings got into the coolant**
- 4. Why?: A screen on a coolant recycling pump was broken**
- 5. Why?: The screen is located in a place where it was likely to be damaged by dropped parts**

Root Cause: The screen is located in a place where it was likely to be damaged by dropped parts

5 Whys?

Why?

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Why?

Why?



4 Examples of 5 Whys....

Problem: The conveyor belt on the main production line has stopped

1. Why?: The main pulley responsible for rotating the belt is not functioning properly
2. Why?: It is not getting enough power from motor
3. Why?: The motor has stopped working
4. Why?: The motor winding's has burned out
5. Why?: Motor was loaded beyond its power capacity
6. Why?: Instructions about the motor's maximum load weight were missing

Root Cause: Instructions about the motor's maximum load weight were missing

5 Whys?

Why?

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Why?



5 Examples of 5 Whys....

Problem: An electronic mixer stopped working

1. Why?: The motor powering the mixer won't run
2. Why?: A fuse broke
3. Why?: The motor drew too much current
4. Why?: The motor was overloaded
5. Why?: The material being mixed had a higher weight than the designed limit

Root Cause: The material being mixed had a higher weight than the designed limit

5 Whys?

Why?

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Why?

Why?



6 Examples of 5 Whys....

Problem: The vehicle will not start

1. **Why?:** The battery is dead
2. **Why?:** The alternator is not functioning
3. **Why?:** The alternator belt is broken
4. **Why?:** The alternator belt was well beyond its usual service life and not replaced
5. **Why?:** The vehicle was not maintained according to the recommended service schedule

Root Cause: The vehicle was not maintained according to the recommended service schedule

5 Whys?

Why?

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Why?



7 Examples of 5 Whys....

Problem: The front-right tire bursts suddenly and after few weeks the same tire bursts again even though it was replaced with new one

1. **Why?:** The rims were not aligned properly
2. **Why?:** This happens because you are parking on an irregular terrain more frequently
3. **Why?:** You have a loose master screw that is causing this problem
4. **Why?:** During the last service they confirm that they have manipulated that piece
5. **Why?:** During the last service of your car, was developed by an external worker since the main mechanic was sick

Root Cause: During the last service of your car, was developed by an external worker since the main mechanic was sick

5 Whys?

Why?

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Why?



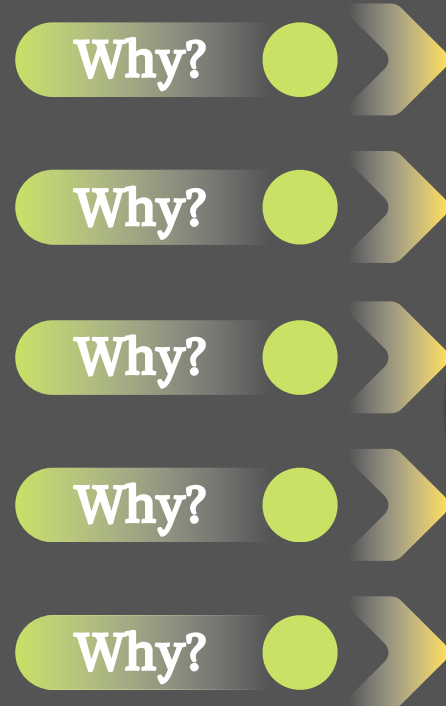
8 Examples of 5 Whys....

5 Whys?

Problem: My YouTube channel has very poor audience

1. Why?: YouTube isn't showing your content more oftenly
2. Why?: The metrics is very bad and the audience are not engaged
3. Why?: The audience are from other countries
4. Why?: The audience doesn't understand your videos
5. Why?: You are using too many local references

Root Cause: You are using too many local references



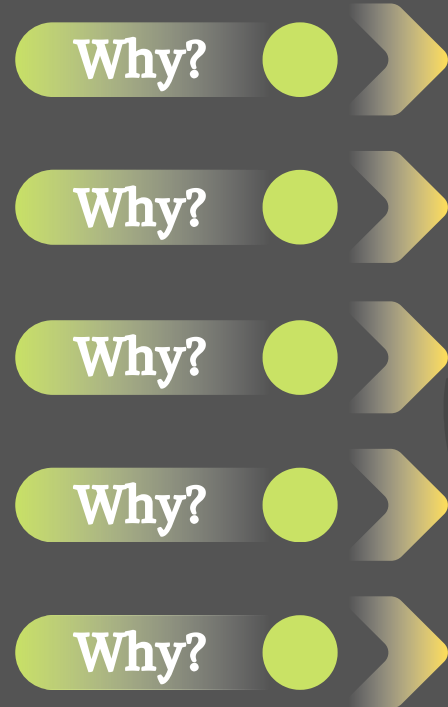
9 Examples of 5 Whys....

5 Whys?

Problem: My website is getting hardly any page views

1. Why?: Your content is not ranking on google
2. Why?: You have a very low CTR (click-through-rate)
3. Why?: Your title descriptions are too boring
4. Why?: You don't know they could be edited to increase CTR
5. Why?: You don't know about the headline generators

Root Cause: You don't know about the headline generators



10 Examples of 5 Whys....

5 Whys?

Problem: There is a puddle of water on the shop floor

1. Why?: The overhead pipe is leaking
2. Why?: There is too much water pressure in the pipe
3. Why?: There is a faulty control valve
4. Why?: Control valves have not been tested
5. Why?: Control valves are not on the preventive maintenance plan

Root Cause: Control valves are not on the preventive maintenance plan



11 Examples of 5 Whys....

5 Whys?

Problem: One of the advertising agency is facing an acute problem as one of its clients has threatened to pull out the account as there were increase in the deliverables.

1. Why?: The accounts head didn't approve the deliverables on time
2. Why?: The account head was absent for an unplanned 2 days leaves as he was sick
3. Why?: A substitute account manager was not assigned for the approvals
4. Why?: There was no contingency plan was made available
5. Why?: The procedure for contingency plan was missing

Root Cause: The procedure for contingency plan was missing



12 Examples of 5 Whys....

5 Whys?

Problem: Customers wait too long on the phone at the end of the month

1. **Why?:** The last week of the month is the busiest for sales
2. **Why?:** The company offers more incentives to customers late in the month
3. **Why?:** Sales are usually behind the goal late in the month
4. **Why?:** Customers have learned that if they wait, they will get incentives
5. **Why?:** Sales targets are done on a monthly basis, letting a big deficit form

Root Cause: Sales targets are done on a monthly basis, letting a big deficit form



13 Examples of 5 Whys....

Problem: Wrong item shipped to customer

1. Why?: The wrong item was pulled from inventory
2. Why?: The item we pulled from inventory was mislabeled
3. Why?: Our supplier mislabeled the item prior to shipping it to our warehouse
4. Why?: The individual applying labels to our product at the supplier placed the wrong label on the product
5. Why?: Labels for different orders are pre-printed and it is easy to apply the wrong label

Root Cause: Labels for different orders are pre-printed and it is easy to apply the wrong label

5 Whys?

Why?

Why?

Why?

Why?

Why?



14 Examples of 5 Whys....

5 Whys?

Problem: Material was not reached on time

1. Why?: The material was dispatched late
2. Why?: The material was not ready on time
3. Why?: The specifications of material reached late
4. Why?: The material specifications was not sent with purchase order
5. Why?: Purchase person missed to send it together

Root Cause: Gap found in the induction process of new employee for purchase department



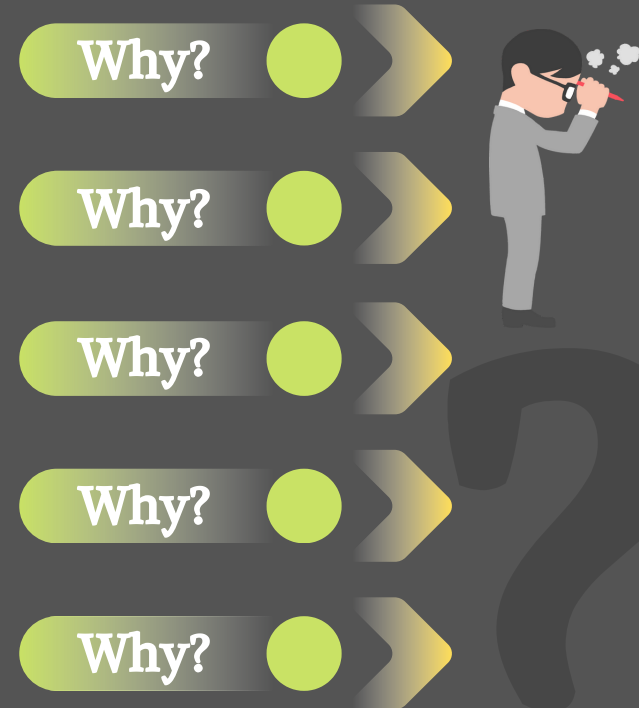
15 Examples of 5 Whys....

5 Whys?

Problem: Ashish is often late for work

1. Why?: He works late into the evenings
2. Why?: He has a lot of projects on the go
3. Why?: He leaves things to last minute
4. Why?: He finds time management challenging
5. Why?: He struggles to organize his tasks

Root Cause: He struggles to organize his tasks



16 Examples of 5 Whys....

Problem: Got caught speeding

1. Why?: Late for work
2. Why?: Got up late
3. Why?: Alarm clock didn't work
4. Why?: Batteries were flat
5. Why?: Forgot to replace them

Root Cause: Forgot to replace them

5 Whys?

Why?

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Why?

Why?

Why?



17 Examples of 5 Whys....

5 Whys?

Problem: The robot stopped working suddenly

1. **Why?:** The circuit has overloaded, causing a fuse to blow
2. **Why?:** There was insufficient lubrication on the bearings, so they locked up
3. **Why?:** The oil pump on the robot is not circulating sufficient oil
4. **Why?:** The pump intake is clogged with metal shavings
5. **Why?:** Because there is no filter on the pump

Root Cause: Because there is no filter on the pump



18 Examples of 5 Whys....

5 Whys?

Problem: A maintenance tech slip has been raised

1. Why?: There was an oil leak near the machine
2. Why?: A seal was deteriorated
3. Why?: The seal was too weak for its application
4. Why?: A cheaper seal was purchased
5. Why?: Service manuals didn't specify seal type

Root Cause: Service manuals didn't specify seal type



19 Examples of 5 Whys....

5 Whys?

Problem: The newsletter didn't go out on time

1. **Why?:** Article submissions weren't submitted on time
2. **Why?:** Because the freelancers assignments didn't go out on time
3. **Why?:** Because the freelancers are new and hadn't submitted a signed non-disclosure agreement
4. **Why?:** Because they weren't onboarded properly
5. **Why?:** Because the new editing assistant isn't familiar with the onboarding procedures

Root Cause: Because the new editing assistant isn't familiar with the onboarding procedures



20 Examples of 5 Whys....

5 Whys?

Problem: A maintenance technician slipped and injured himself during a routine inspection

1. **Why?:** There was an oil leak near the machine on which he was working
2. **Why?:** A seal in the machine deteriorated, causing cracking and leaked oil
3. **Why?:** The seal was not strong enough for the application in which it was being used
4. **Why?:** A cheaper seal was purchased from a new supplier
5. **Why?:** The type of seal and seal material were not specified in the service manuals

Root Cause: The type of seal and seal material were not specified in the service manuals



21 Examples of 5 Whys....

5 Whys?

Problem: Failure to complete the project within the deadline

1. Why?: We were short on time to complete 3 modules
2. Why?: Our deadlines were too harsh
3. Why?: Our initial effort planning was wrong
4. Why?: Wrong assumptions of unknowns
5. Why?: Rushed through the estimation
6. Why?: Hurry to start

Root Cause: Hurry to start



22 Examples of 5 Whys....

5 Whys?

Problem: Rohan was found falling asleep in class

1. Why?: Rohan is tired
2. Why?: Rohan is not getting enough sleep
3. Why?: Rohan is staying awake too long at night
4. Why?: Rohan is unable to fall asleep when he goes to bed
5. Why?: Rohan stays up until late night and keeps on using his phone

Root Cause: Rohan stays up until late night and keeps on using his phone



23 Examples of 5 Whys....

5 Whys?

Problem: Patients don't attend their doctor appointment

1. **Why?:** The appointment message doesn't alert them before the door session
2. **Why?:** The messages don't have an alert feature
3. **Why?:** The system doesn't allow repeated messages or link appointment to patient's calendar
4. **Why?:** The system doesn't include an alerting or follow-up feature

Root Cause: The system doesn't include an alerting or follow-up feature



24 Examples of 5 Whys....

5 Whys?

Problem: Modules not properly grounded

1. Why?: Ground clip not secured properly
2. Why?: Clip was deformed
3. Why?: Clip was reused on module installation
4. Why?: Insufficient quantity of clips were available in truck
5. Why?: Only the specified number of clips needed for install were stocked on truck

Root Cause: Only the specified number of clips needed for install were stocked on truck



25 Examples of 5 Whys....

5 Whys?

Problem: A business partner is unhappy

1. **Why?:** We couldn't able to deliver the product on time
2. **Why?:** The product manufacturing took much longer time than we thought
3. **Why?:** We under estimated the complexity
4. **Why?:** We didn't list the individual stages needed
5. **Why?:** We were running behind on other stuff and did not give enough attention to time estimates
6. **Why?:** There was not production plan and project planning was available

Root Cause: There was not production plan and project planning was available



26 Examples of 5 Whys....

5 Whys?

Problem: Report is not printing on printer

1. Why?: The report is stuck in the printer queue
2. Why?: The printer server is out of resources
3. Why?: We didn't upgrade it with all the other company servers
4. Why?: We assumed it was not necessary
5. Why?: We did not do a capacity assessment

Root Cause: We did not do a capacity assessment



27 Examples of 5 Whys....

5 Whys?

Problem: Lost the war which costed us the Kingdom

1. **Why?:** The war was lost because the battle was lost
2. **Why?:** The battle was lost because the rider carrying the intelligence was lost
3. **Why?:** The rider was lost because his horse threw a shoe
4. **Why?:** The horse threw a shoe because it was not attached with enough nails
5. **Why?:** The blacksmith did not have enough nails to attach each shoe properly

Root Cause: A shortage of horseshoe nails cost us in loosing the kingdom



28 Examples of 5 Whys....

5 Whys?

Problem: One of the contract employee named Sameer, who is a forklift driver was not wearing his seat belt while operating the forklift in the warehouse

1. **Why?:** He was a temporary employee filling in for Santosh, who was on medical leave
2. **Why?:** There was no signage reminding drivers of the use of seat belts
3. **Why?:** He was not informed of company policy
4. **Why?:** The shift supervisor was late due to car trouble and did not provide a full orientation
5. **Why?:** The contractor and temporary employee policy did not account for an adequate training

Root Cause: The contractor and temporary employee policy did not account for an adequate training



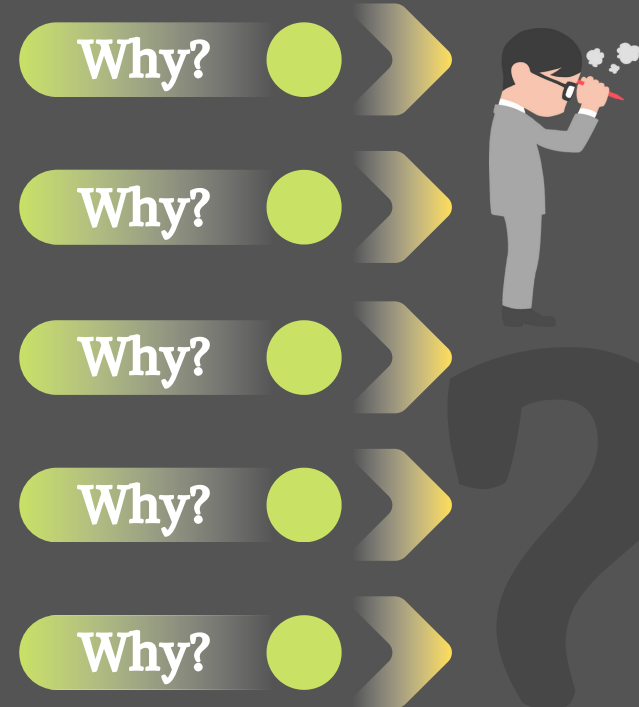
29 Examples of 5 Whys....

5 Whys?

Problem: Employee slipped and broke his wrist

1. Why?: There was an ice on the ground
2. Why?: No-one was given responsibility for getting icy ground
3. Why?: Slip risk was not identified in site risk assessment
4. Why?: Person who completed RA did not have health and safety training

Root Cause: Person who completed RA did not have health and safety training



30 Examples of 5 Whys....

5 Whys?

Problem: On August' 2021 we had a sudden brief system wide outage and we went down

1. Why?: The database became locked
2. Why?: There were too many databases writes
3. Why?: This was not foreseen and it wasn't load tested
4. Why?: We don't have a development process set up for when we should load test changes
5. Why?: We have never done too much load testing and are hitting new levels of scale

Root Cause: We have never done too much load testing and are hitting new levels of scale



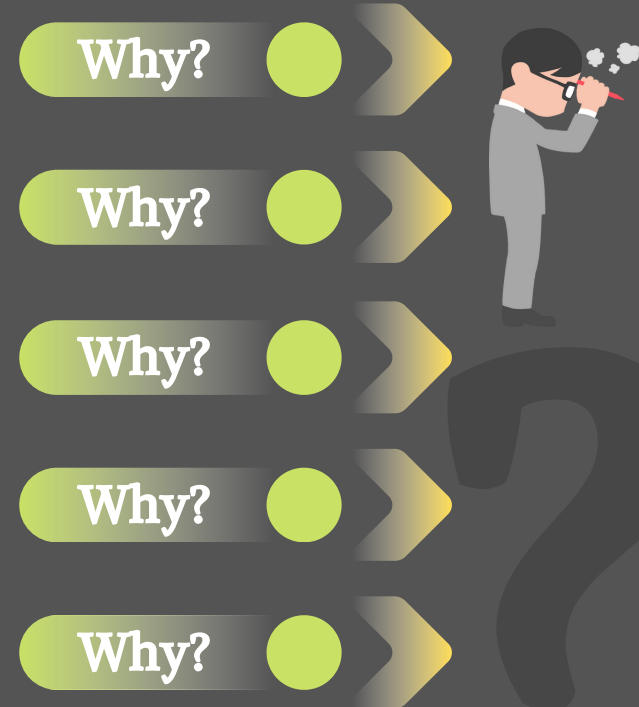
31 Examples of 5 Whys....

5 Whys?

Problem: I want to own a business

1. Why?: It will allow me to have a greater control over how I spend my time
2. Why?: I can have more flexibility in my life
3. Why?: I will be able to work from home
4. Why?: I will be able to spend more time with my son, daughter, wife and parents
5. Why?: Supporting my family is the most important thing to me

Root Cause: Supporting my family is the most important thing to me



32 Examples of 5 Whys....

5 Whys?

Problem: It is seen that, the pedestrians do not use zebra crosswalks

1. Why?: They are not aware of the risks
2. Why?: The education system is poor
3. Why?: The children do not learn anything about safety
4. Why?: There is no obligation
5. Why?: We don't have a national road safety strategy

Root Cause: We don't have a national road safety strategy



33 Examples of 5 Whys....

5 Whys?

Problem: The care tire was found flat

1. Why?: There is a tack in the tire
2. Why?: Car ran over tacks
3. Why?: Tacks on garage floor
4. Why?: Box of tacks on shelf split open
5. Why?: Box is wet
6. Why?: Rain water entered through hole in the roof
7. Why?: Roof shingle is missing
8. Why?: Wind storm blew shingle off

Root Cause: Wind storm blew shingle off



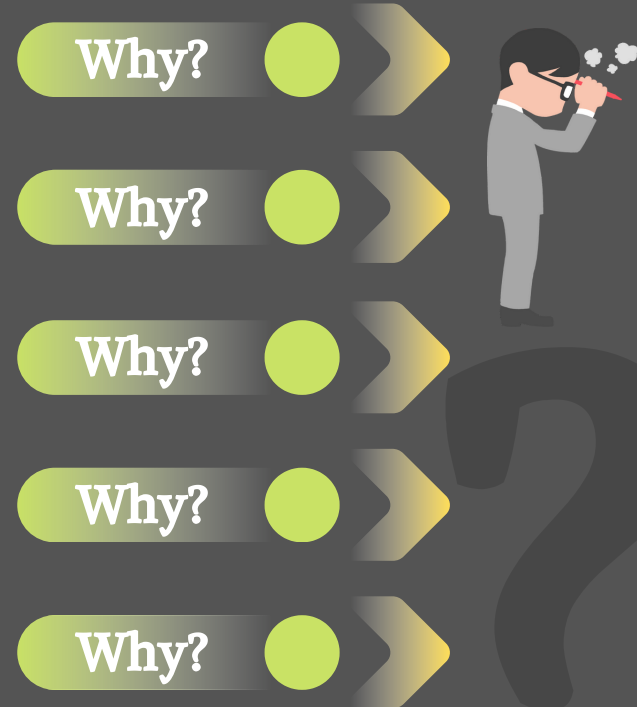
34 Examples of 5 Whys....

5 Whys?

Problem: The care tire was found flat

1. Why?: There is a tack in the tire
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3. Why?: Tacks on garage floor
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7. Why?: Roof shingle is missing
8. Why?: Wind storm blew shingle off

Root Cause: Wind storm blew shingle off



35 Examples of 5 Whys....

5 Whys?

Problem: Computers are breaking down so often that work is conducted at a crawl

1. **Why?:** The computers are very old and the software is not compatible with newer systems
2. **Why?:** New computers and software have not been purchased in five years
3. **Why?:** It's budget is too small to support regular upgrades
4. **Why?:** The manager in charge of IT has not made an effective case for a budget increase
5. **Why?:** The manager in charge of IT is new and has not been trained in management skills

Root Cause: The manager in charge of IT is new and has not been trained in management skills



36 Examples of 5 Whys....

5 Whys?

Problem: There is too much work in process inventory, yet we never seem to have the right parts

1. Why?: The enameline process is unpredictable, and the press room does not respond quickly enough
2. Why?: It takes them too long to make a changeover between parts, so the lot sizes are too big, and often the wrong parts
3. Why?: Many of the stamping dies make several different parts, and must be reconfigured in the tool room between runs, which takes as long as ten hours
4. Why?: The original project management team had cost overruns on the building work, so they skimped on the number of dies – they traded dedicated dies and small lot sizes for high work-in-process (which was not measured by their project budget)

Root Cause: Company management couldn't able to understand lean manufacturing techniques, and did not set appropriate project targets

Why?

Why?

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Why?



37 Examples of 5 Whys....

5 Whys?

Problem: We are seeing too many delays in project completion from last 6 months

1. **Why?:** The project manager left 6 months ago
2. **Why?:** A replacement was made with a member of the team, who could not do it on time
3. **Why?:** He had never been a project management experience and did not have any training
4. **Why?:** There was no money in the budget
5. **Why?:** The managing director felt that all the candidates were too expensive

Root Cause: The managing director felt that all the candidates were too expensive



38 Examples of 5 Whys....

5 Whys?

Problem: The Washington monument was falling apart

1. **Why?:** Harsh chemicals were used to clean it
2. **Why?:** Due to the bird droppings on the Washington monument
3. **Why?:** Birds feasted on all the spiders there
4. **Why?:** Spiders feasted on all the gnats there
5. **Why?:** Gnats were attracted to the lights at dusk

Root Cause: The monument was first to turn its lights on

Solution: Turn the lights on 30 minutes later



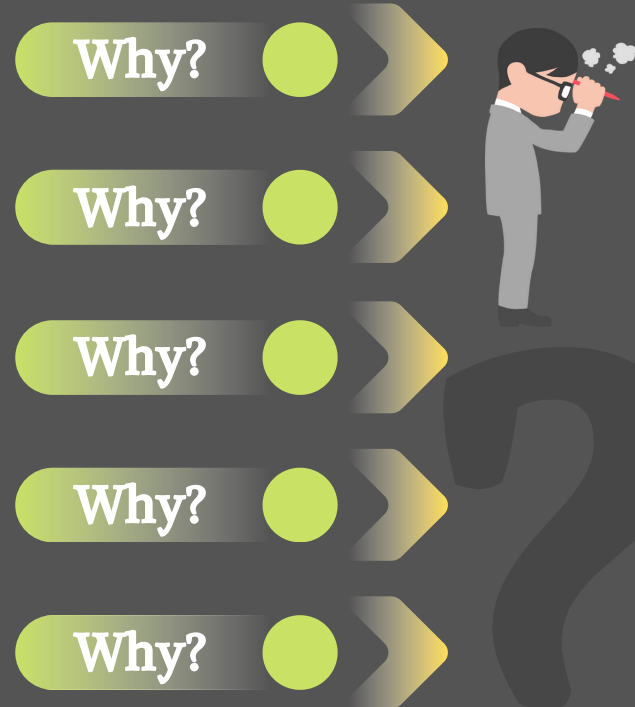
39 Examples of 5 Whys....

5 Whys?

Problem: Physicians are falling frustrated during office visits

1. Why?: Physicians don't have the supplies they need
2. Why?: Supplies are hard to find
3. Why?: Supplies are stored in different places
4. Why?: Different people are stocking the supplies in different places
5. Why?: There is no standard protocol for supply storage

Root Cause: There is no standard protocol for supply storage



40 Examples of 5 Whys....

5 Whys?

Problem: Failure to comply to Aerospace legislation

1. Why?: Archiving not carried out
2. Why?: Procedures unclear
3. Why?: Quality system not understood at induction
4. Why?: Lack of training
5. Why?: Training process not defined

Root Cause: Training process not defined



41 Examples of 5 Whys....

Problem: Did not meet the annual business plan goal of a 10% increase in sales

1. Why?: Did not thoroughly evaluate market or competition
2. Why?: Did not have adequate resources
3. Why?: Did not anticipate required resources
4. Why?: Did not develop a plan as to how the goal would be reached

Root Cause: Did not develop a plan as to how the goal would be reached

5 Whys?

Why?

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42 Examples of 5 Whys....

5 Whys?

Problem: The machine stopped because it overloaded and the fuse blew

1. **Why?:** The bearing wasn't being sufficiently lubricated
2. **Why?:** Lubrication mechanism had a pump which was not pumping sufficiently
3. **Why?:** The pump had a worn shaft
4. **Why?:** There is not an adequate mechanism in place to prevent metal scraps getting into the pump and damaging it

Root Cause: There is not an adequate mechanism in place to prevent metal scraps getting into the pump and damaging it



43 Examples of 5 Whys....

5 Whys?

Problem: The villagers of one of the village are unhappy

1. Why?: We did not deliver our services when we said we would
2. Why?: The start up took much longer than we thought it would
3. Why?: We had no staff at the planned start date
4. Why?: Our work plan did not have time specifically for recruitment
5. Why?: Those who wrote the plan don't know the recruitment problems

Root Cause: Those who wrote the plan don't know the recruitment problems

Why?

Why?

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Why?



44 Examples of 5 Whys....

Problem: One of the drilling machine stopped suddenly

1. Why?: Overload tripped out
2. Why?: Insufficient oil on shaft
3. Why?: Oil pump in-efficient
4. Why?: Pump drive shaft worn
5. Why?: Oil filter blocked with swarf

Root Cause: Oil filter blocked with swarf

5 Whys?

Why?

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Why?



45 Examples of 5 Whys....

Problem: A machine stopped working

1. Why?: Speed controller did not work
2. Why?: Coolant entered speed controller
3. Why?: Speed controller is too close to coolant outlet

Root Cause: Speed controller is too close to coolant outlet

5 Whys?

Why?

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46 Examples of 5 Whys....

5 Whys?

Problem: Machine stopped working

1. **Why?: Speed controller was too close to coolant outlet**
2. **Why?: Distance from coolant was not described in production set up guidelines**
3. **Why?: Production set up guidelines used old template**
4. **Why?: There is no document review process**

Root Cause: There is no document review process



47 Examples of 5 Whys....

5 Whys?

Problem: Law firm loss in legal directory

- 1. Why?: The firm has projects that are weaker than competitors**
- 2. Why?: One of the leading partners has been fired**
- 3. Why?: The projects have lower transaction value**
- 4. Why?: Managing partners have a strong brand on the market**

Root Cause: Managing partners have a strong brand on the market



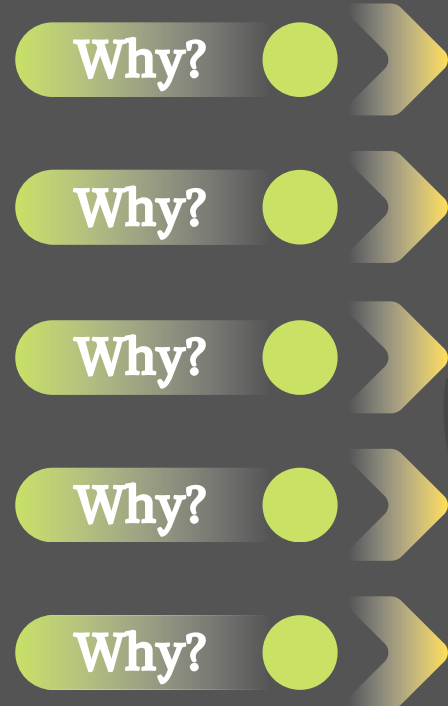
48 Examples of 5 Whys....

5 Whys?

Problem: My computer that runs mac os (operating systems) is slow

1. Why?: It is probably an old version
2. Why?: The computer memory is full
3. Why?: There are a lot of active browser tabs and files on the desktop
4. Why?: WE have a temporary problem
5. Why?: We have a problem with a computer fan

Root Cause: We have a problem with a computer fan



49 Examples of 5 Whys....

5 Whys?

Problem: There was a finger injury on one of the employee who was working in the assembly line

1. Why?: His thumb got caught in the conveyor
2. Why?: He was chasing his bag, which was on a running conveyor belt
3. Why?: He placed his bag on the conveyor, but it then turned-on by surprise
4. Why?: He used the conveyor as a table

Root Cause: He used the conveyor as a table



50 Examples of 5 Whys....

5 Whys?

Problem: I want to go to graduate school

1. Why?: I need to in order to be an SEO expert
2. Why?: I enjoy doing original research to learn about the past
3. Why?: I like crafting a problem and figuring out methods to solve it
4. Why?: I like knowing all the wants you could solve a problem
5. Why?: It makes me feel like an indispensable expert

Root Cause: It makes me feel like an indispensable expert

Why?

Why?

Why?

Why?

Why?



51 Examples of 5 Whys....

5 Whys?

Problem: My motorcycle is not starting

1. **Why?: The battery is dead**
2. **Why?: The alternator is not functioning**
3. **Why?: The alternator belt has broken**
4. **Why?: The alternators belt was well beyond its useful service life and not replaced**
5. **Why?: The vehicle was not maintained according to the recommended service schedule**

Root Cause: The vehicle was not maintained according to the recommended service schedule



52 Examples of 5 Whys....

5 Whys?

Problem: The customer is complaining about the service

1. Why?: The customer order took too long
2. Why?: There was a bottleneck in the kitchen
3. Why?: The current orders exceed the kitchen's capacity
4. Why?: Not enough people schedule for the kitchen at this time, nobody is trained to help
5. Why?: There is no standard work or cross training

Root Cause: There is no standard work or cross training

Why?

Why?

Why?

Why?

Why?



53 Examples of 5 Whys....

5 Whys?

Problem: My tea is cold when I prepared tea on a kettle

1. Why?: The kettle didn't heat the water
2. Why?: No power. The fuse in the plug was blown
3. Why?: An incorrect rated fuse was fitted
4. Why?: The required fuse was not specified
5. Why?: There was no specification for fuses

Root Cause: There was no specification for fuses



54 Examples of 5 Whys....

5 Whys?

Problem: PPAP was submitted late

1. **Why?: Did not react to the target submitting date**
2. **Why?: Did not know the target submitting date had passed**
3. **Why?: No requirement to follow-up on target submitting dates**
4. **Why?: No standard system to manage PPAP submitting timeliness**

Root Cause: No standard system to manage PPAP submitting timeliness



55 Examples of 5 Whys....

5 Whys?

Problem: Oil is leaking on the motor

- 1. Why?: The tube of lubrication is damaged**
- 2. Why?: The tube touches the motor housing**
- 3. Why?: Plastic support is deteriorated**
- 4. Why?: In the plan of maintenance, control is not provided**
- 5. Why?: Technology of maintenance wasn't respect recommendations of manufacturer**

Root Cause: Technology of maintenance wasn't respect recommendations of manufacturer



56 Examples of 5 Whys....

5 Whys?

Problem: Customer lost history transaction detail in online e-commerce mobile app one fine day morning

1. **Why?:** History transaction data table is empty
2. **Why?:** There was a migration of database from MySQL database to Oracle database and insertion of old transaction data has failed
3. **Why?:** There was a unique key violation while inserting data and hence insertion failed
4. **Why?:** Team tested report for new transaction. Testing with migrated data was not performed
5. **Why?:** Testing with old data was not defined in the test scope

Root Cause: Migration data transaction history testing was missed while defining test scope



57 Examples of 5 Whys....

5 Whys?

Problem: Crescent tolls take longer to produce sometimes

- 1. Why?: The oven sometimes does not heat**
- 2. Why?: There is a short in the element wiring**
- 3. Why?: It is past due its suggested replacement date**
- 4. Why?: There is no proper maintenance schedule in place**

Root Cause: There is no proper maintenance schedule in place

