



# GET TO THE ROOT

There are many problem solving strategies you can use to help you find solutions. Here is one “easy” approach to help you identify the “root” cause of the problem by continuing to ask and answer the question “why.” Once you begin to use this strategy, you will find many ways to apply it.

## “FIVE WHYS” EXAMPLE

**Define the Problem:** *Late for work*

**1. Why were you late?**

Answer: *Because I got a speeding ticket.*

**2. Why were you speeding?**

Answer: *I left the house late.*

**3. Why did you get a late start?**

Answer: *Because I overslept.*

**4. Why do you oversleep?**

Answer: *My alarm clock didn't work.*

**5. Why didn't your alarm clock work?**

Answer: *The batteries were dead.*

**Replace the batteries in the alarm clock**

**What's your next step?**



## “FIVE WHYS” WORKSHEET

Now it is your turn to try. Define a problem you have and use the 5 why's technique to help you find the cause of the problem.

**Define the Problem:** \_\_\_\_\_

**1. Why is that?**

Answer: \_\_\_\_\_

**2. Why is that?**

Answer: \_\_\_\_\_

**3. Why is that?**

Answer: \_\_\_\_\_

**4. Why is that?**

Answer: \_\_\_\_\_

**5. Why is that?**

Answer: \_\_\_\_\_

**What's your next step?**

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