

Root Cause Investigation Tool **Problem > Solution - 5 Why's Analysis**

Benefits of the 5 Whys:

- ✓ It helps to quickly identify the root cause of a problem.
- ✓ It helps to differentiate between the contributing factors of a problem and its root cause(s).
- ✓ It helps determine the relationship between different root causes of a problem.
- ✓ It can be learned quickly and doesn't require statistical analysis to be used.

When are the 5 Whys most useful?

When problems involve human factors or interactions.

In all types of health, safety and environmental situations whether investigating a personal injury or solving the reasons behind an environmental incident.

Example of a 5 Why Analysis:

A worker loses the tip of his finger when it's pinched between a drive belt and an unguarded pulley. The first step is to identify the problem. In our case it's self-evident. Continue to ask WHY about each response to a question and when you are no longer able to answer the question you've likely arrived at a root cause.

1. Why was the worker's finger crushed?

His finger was caught between a moving pulley and belt.

2. Why was the finger caught between the pulley and the belt?

The guard on the pulley was missing.

3. Why was the guard missing?

A mechanic had overlooked replacing it.

4. Why was it overlooked?

There is no written equipment servicing checklist.

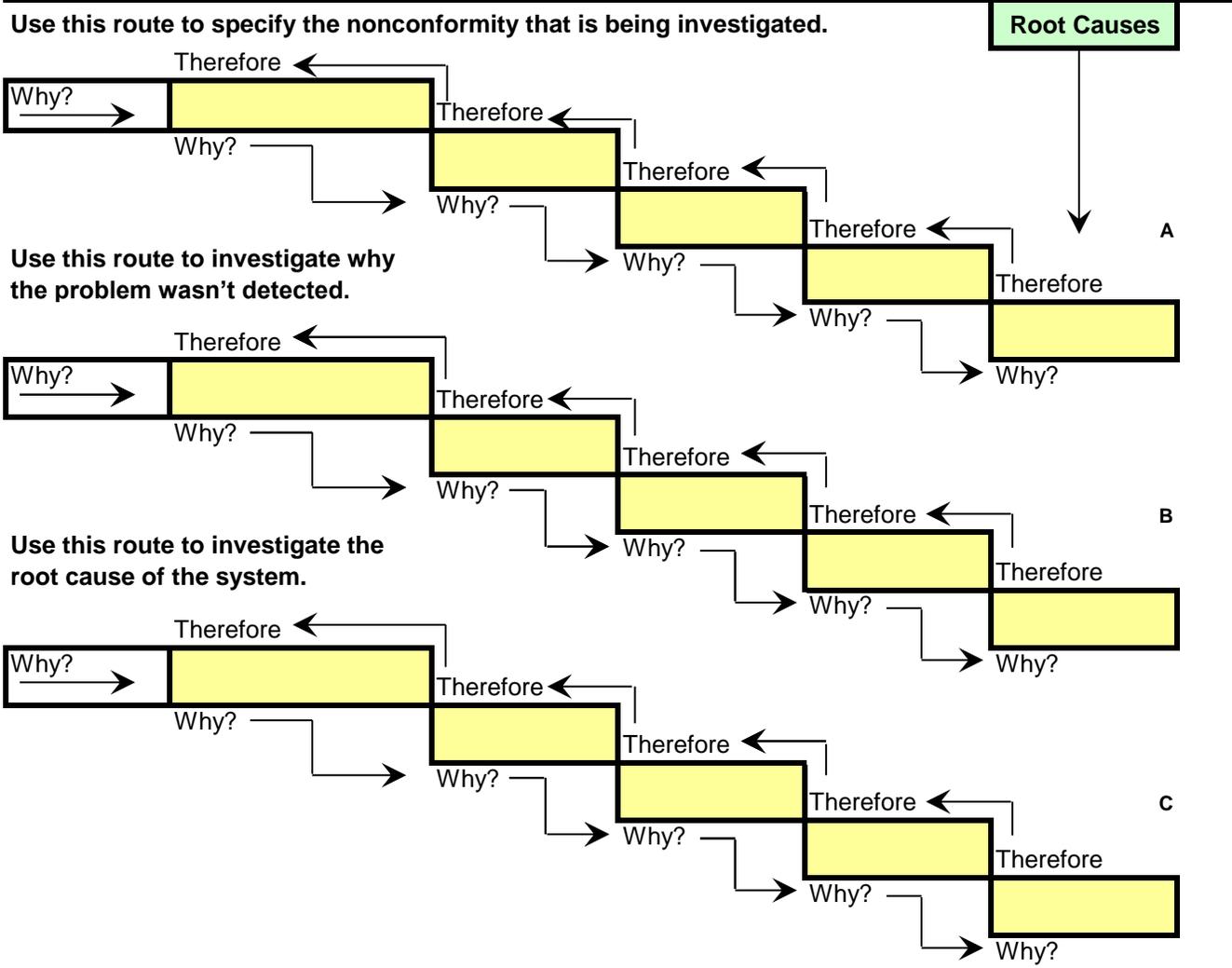
5. Why is there no checklist?

No hazard assessment was completed.

Problem > Solution - 5 Why's Analysis Worksheet

Department:	Location:	Date:	Product/Process:
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Problem Description:



Corrective & Preventive Actions Responsible Party	Date
A	
B	
C	

Problem > Solution Completed:	Solution Date:	Break point of the change in the process:	Implementation Date:
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