Observe the table below. You will find some sample questions filled for the operational entities using the 5Ws + HOW framework. Fill in the questions with blanks ----? with suitable questions that you would ask for that operational entity.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Digger** | **Digger to Crusher Trucks** | **Crusher** | **Crusher to Digger Trucks** | **Logistics manager** | **Customer** |
| **What?** | What is the waiting time and loading time at diggers?  What is the configuration(s) of the diggers? | What is the average time taken by a truck to travel from digger to crusher? | What is the waiting time and loading time at crushers? | What is the average time taken by a truck to travel from crusher to digger? | What time it should take for a truck to complete one cycle?  What is operation time considered for the mine? | What is causing distress among customers? |
| **How?** | How many digger works at the mine?  How much time it takes to load a truck on an average? | How many trucks operate?  How much amount of ore a truck can be filled with?  How are the trucks getting assigned to the diggers and crushers in the present scenario? | How many crushers work at the mine? | How many truck operate at a given time? | How are the logistics managers getting the customers?  How is waiting time calculated at the digger and crusher queues? | How much purity of ore you want in the product? |
| **Who?** | Who are overlooking the digger operations? | Who are assigning trucks to the crushers in the present scenario? | Who supplies ore to the crushers?  Who are overlooking the crusher operations? | Who are assigning trucks to the diggers in the present scenario? | Who manages the truck movement?  Who are supervising all the operations in the mine? | Who are your customers? |
| **When?** | When the trucks are assigned to diggers?  When the digger stops working? | When truck leaves the digger and reach at the crusher? | When the trucks are assigned to crushers?  When the crusher stops working? | When truck leaves for digger?  - | When wait time increases?  When a cycle will be completed for the truck? | When do the customers send requirements to the field manager in the open pit mine? |
| **Where?** | Where is digger operated? | Where the trucks are stood on diggers? | Where are the crushers located on the site for the open pit mining? | Where the trucks are stood on crushers? | Where the customers are lived? | Where is the customer base located? |
| **Which?** | Which digger work efficiently? | Which Truck move faster or slower? | Which crusher gives optimum output? | Which Truck will move faster or slower? | On which path truck travelled? | Which of the customers are frequent in sending requirements for desired ore quantity and quality? |