

5-WHY ROOT CAUSE ANALYSIS

Ask 'Why?' repeatedly until you reach the fundamental root cause. Stop when you can no longer ask 'Why?' or the answer is outside your control.

CAPA Number		Date:	
Problem Owner		Investigation Team	

PROBLEM STATEMENT

Describe the problem clearly: What happened? When? Where? What was the impact?

5-WHY ANALYSIS

WHY 1	<i>Why did the problem occur?</i>
WHY 2	<i>Why did [answer to Why 1] happen?</i>
WHY 3	<i>Why did [answer to Why 2] happen?</i>
WHY 4	<i>Why did [answer to Why 3] happen?</i>
WHY 5	<i>Why did [answer to Why 4] happen? → ROOT CAUSE</i>

ROOT CAUSE STATEMENT

State the root cause clearly. It should be specific, actionable, and explain WHY the problem occurred.

EVIDENCE / DATA SUPPORTING ROOT CAUSE

List the evidence that supports your root cause conclusion (records, data, interviews, observations):

💡 TIPS FOR EFFECTIVE 5-WHY ANALYSIS:

- Ask "Why?" at least 5 times, but don't stop if you haven't reached the true root cause
- Each answer should be factual and based on evidence, not assumptions
- If there are multiple causes at a level, create separate branches
- The root cause should be something you can take action on

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k 'Why?' or when the answer is

