# “5 Whys” Worksheet

**Purpose**

The “5 Whys” technique is a simple but powerful tool for uncovering the root cause of a problem by repeatedly asking “Why?” — typically five times — until the fundamental issue is identified. This worksheet helps teams document each stage of inquiry systematically.

## Instructions for Participants

1. Clearly define the problem or symptom your team is investigating.  
2. Ask “Why does this problem occur?” and record the answer.  
3. For each answer, ask “Why?” again — continue for at least five levels or until the true root cause is found.  
4. Verify that the identified root cause addresses the real issue (not just a symptom).  
5. Propose a solution that tackles the root cause.

## Team Information

|  |  |
| --- | --- |
| Group Name / Number: |  |
| Date: |  |
| Facilitator: |  |
| Participants: |  |

## Step 1: Define the Problem

Describe the problem or symptom as clearly as possible. Example: “Users are abandoning the checkout process before completing payment.”

|  |  |
| --- | --- |
| Problem Statement: |  |

## Step 2: Ask “Why?” — Up to Five Times

|  |  |  |
| --- | --- | --- |
| Why # | Question | Answer / Observation |
| 1st Why |  |  |
| 2th Why |  |  |
| 3th Why |  |  |
| 4th Why |  |  |
| 5th Why |  |  |

## Step 3: Identify the Root Cause

|  |  |
| --- | --- |
| Root Cause Identified: |  |

## Step 4: Proposed Solution / Corrective Action

|  |  |
| --- | --- |
| Proposed Solution: |  |
| Expected Outcome: |  |

## Step 5: Validation & Follow-up

|  |  |
| --- | --- |
| Who Will Implement the Solution: |  |
| Timeline / Due Date: |  |
| How Success Will Be Measured: |  |
| Next Review Date: |  |

## Tips for Effective Use

- Focus on processes, not people — avoid assigning blame.  
- Involve cross-functional team members to get diverse perspectives.  
- Keep questioning until the answer points to a controllable and actionable cause.  
- Validate your final “Why” with data or observation before implementing solutions.

## Example (for Reference)

|  |  |
| --- | --- |
| Problem: | Customers abandon checkout before completing payment. |
| 1st Why: | Payment page takes too long to load. |
| 2nd Why: | The page loads multiple heavy scripts. |
| 3rd Why: | Scripts are not optimized for performance. |
| 4th Why: | Development team didn’t follow performance guidelines. |
| 5th Why: | There is no code review or performance check process. |
| Root Cause: | Lack of performance review process in the development workflow. |
| Proposed Solution: | Implement regular performance reviews and optimization standards. |