5 WHY technique to analyse the problem

The Problem

Too much paper is being used in the department



Hard copy preferred and officers / staff given hard copies when minuted by head. Original copy filed and photocopy made printed single sided.



Not used to using emails – especially supporting staff. Prefer traditional hard copy.



Lack of awareness and lack of initiative to gain knowledge on how to create pdf copies and sending by emails



Policy to reduce paper use not implemented. Awareness to improve knowledge by order of higher authority.



Head of department did not pay much attention to the policy due to more attention needed for other issues at hand such as COVID-19

Counter Measure

- 1. Awareness created by policy and order from HOD
- 2. 2. All staff were made sure to have internet access and dept emails.
 - 3. Staff thought how to covert to pdf and send documents via email and other digital platforms