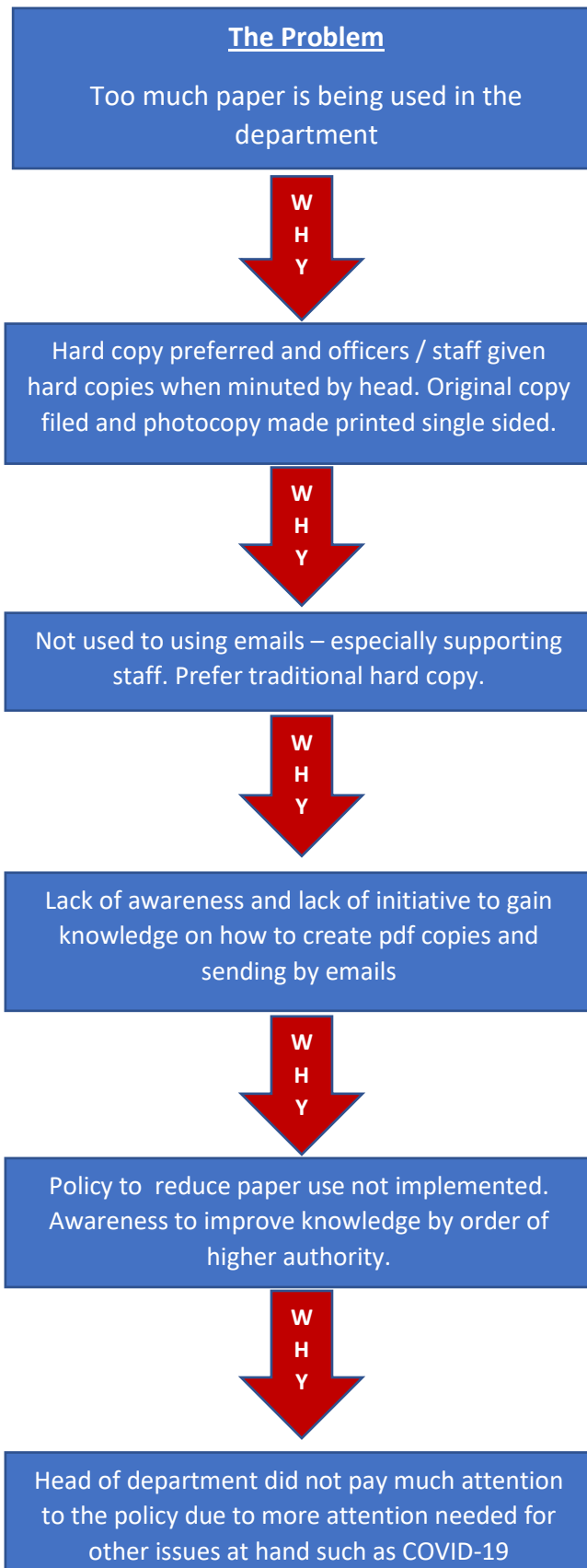


5 WHY technique to analyse the problem



Counter Measure

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