

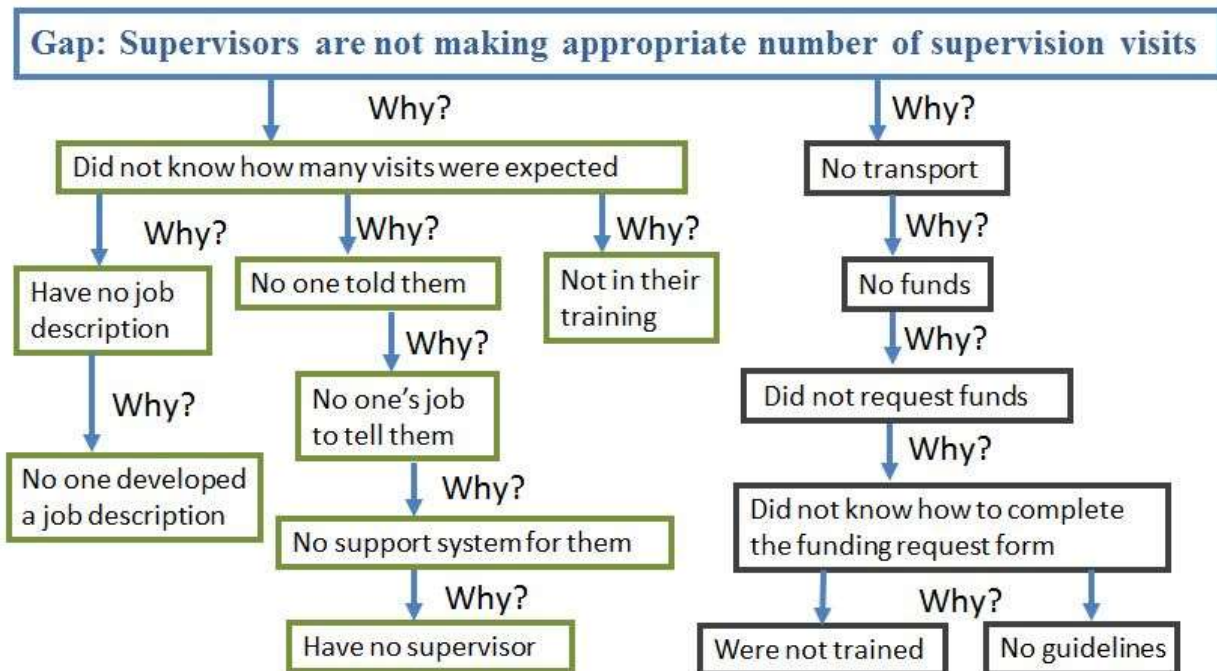
## Conducting root cause analysis using the Why Tree (or Five Whys)

Find the root cause(s) for each performance gap or strength using the method that best suits the needs of the group. Below is a description of the Five Whys or Why-Tree process

The **Five Whys** exercise is a questioning technique for going beyond symptoms of problems to identify the underlying or root causes of a problem. To facilitate the Five Whys or Why-Tree process, follow these steps:

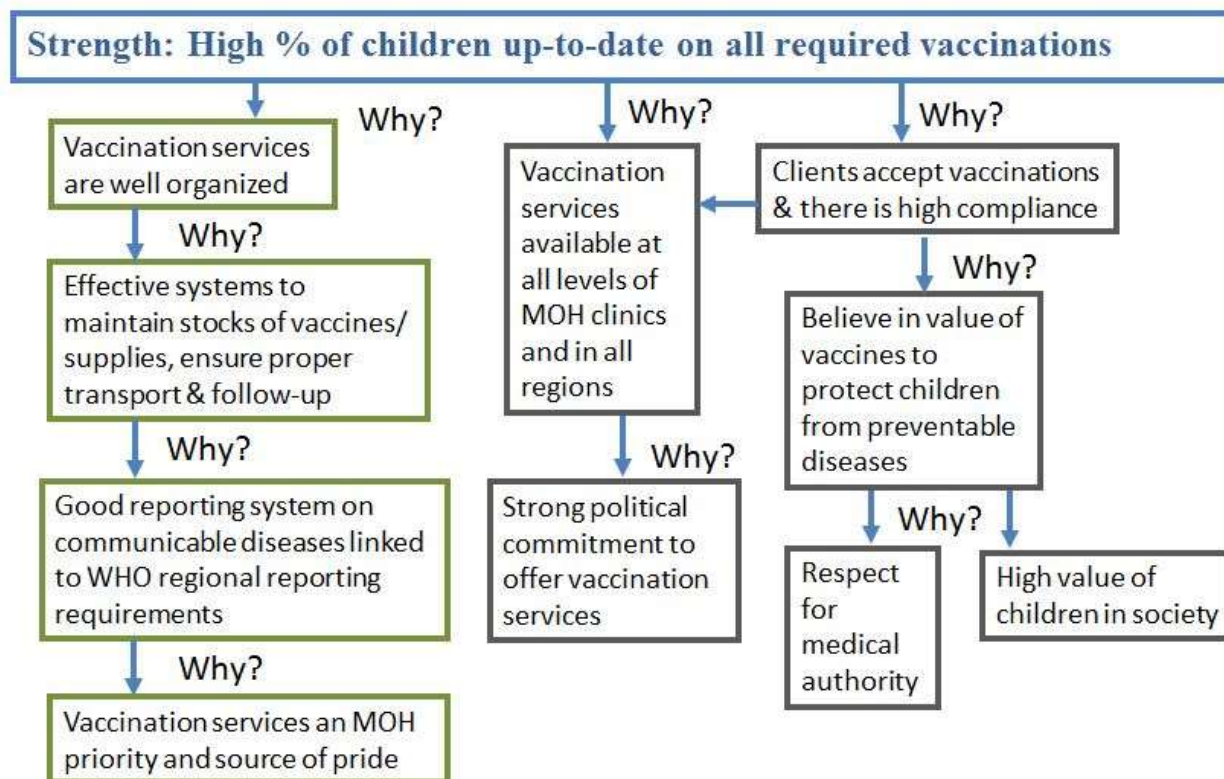
- State the problem/gap/strength as accurately and succinctly as possible.
- Below it, list the possible causes of the problem/gap/strength by asking the question "Why?" or "Why is that true?" or "Why is that happening?"
- For each of the causes, again ask the question "Why?", and list the responses below.
- Continue this process at least 5 times or until you have reached the source of the problem, the lowest level cause stakeholders can do something about, or the response "That is just the way it is, or that is just what happened."

### Using the Why-tree process to uncover the underlying reasons for a gap in a supervisory system



Below is an example of using the Why-tree process on a strength, rather than a gap, to uncover why it is a high performing area. In examining strengths, you can use these lessons to scale-up this successful activity to other facilities or apply lessons to other areas/activities in their facility.

**Using the Why-tree process to uncover the underlying reasons for a high-performing activity area**



## Example of Root Cause Analysis Using Why Tree

