

5 Whys worksheet

Problem -> evidence -> proposed cause -> action

Use fewer or more than five steps as needed. Continue on another sheet.

Problem - what happened, where and when?

Impact / context:

Why 1 - question:

Answer:

Evidence / reference:

Circle status: Unresolved / Assumption / Evidence recorded

Why 2 - question:

Answer:

Evidence / reference:

Circle status: Unresolved / Assumption / Evidence recorded

Why 3 - question:

Answer:

Evidence / reference:

Circle status: Unresolved / Assumption / Evidence recorded

Each answer should explain the previous statement. Do not guess to fill a box.

Evidence recorded is your assessment, not independent verification.

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Why 4 - question:

Answer:

Evidence / reference:

Circle status: Unresolved / Assumption / Evidence recorded

Why 5 - question:

Answer:

Evidence / reference:

Circle status: Unresolved / Assumption / Evidence recorded

Proposed cause:

Remaining uncertainty / other explanations to test:

Countermeasure / action and how its outcome will be checked:

Owner:

Check date:

Circle action status: Not started / In progress / Ready to check / Checked

A completed worksheet does not verify a cause or prove an action worked.

Method guidance: ASQ Five Whys and Five Hows; Lean Enterprise Institute 5 Whys.