5 WHYS ANALYSIS

Why it happened, why it was missed, and what we changed

Analysis no.	Date opened	Raised from	Process
Team lead	Team	Containment	Follow-up check

Problem statement: what, where, when, how many, compared with what

Why did it happen? (occurrence)

Why	Question	Because (a fact, not an opinion)	Evidence	Checked

Why wasn't it caught sooner? (escape)

Why	Question	Because (a fact, not an opinion)	Evidence	Checked

Root cause(s)

Countermeasures

No.	Countermeasure	Fixes	Owner	Due	Status

What the problem costs

Late orders a month	
Cost per late order (freight upgrade and credit)	
Cost a month	
Cost a year at this rate	

Follow-up check: did it work?

Prepared by | Process owner | Approved by | Closed by (date)