

5 WHYS

Stop fixing the symptom.

LEAN DAY TOOLKIT

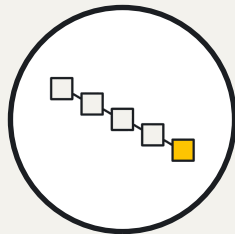


Ask why. Then ask why again. Around the fifth honest answer you stop finding excuses and start finding the cause - and a fix at the cause is the only fix that stays fixed.



THE PROBLEM

State what actually happened



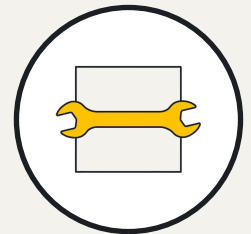
WHY, FIVE TIMES

Each answer gets its own why



THE ROOT

The last honest answer



FIX THE CAUSE

One corrective action, tracked

START WITH FACTS

"The wrapper stopped twice on Tuesday" - not "the wrapper is rubbish".

NO BLAME

Ask why the process allowed it, never who to blame for it. People clam up; processes talk.

STOP AT THE CAUSE

When the answer is something you can change on the floor, you have arrived.

ACT ON IT

The chain ends as a corrective action - or it was just a conversation.

Fix the cause once, or fix the symptom forever.