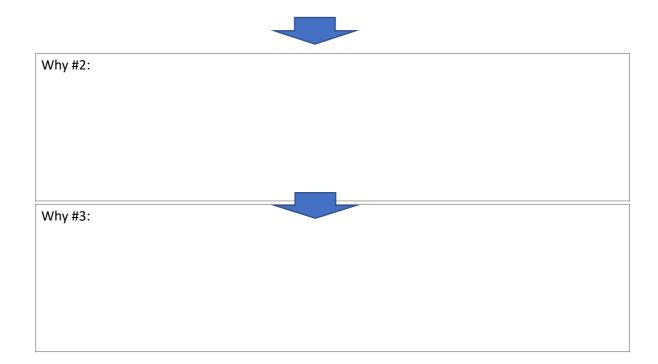


Tools for focusing: The 5 Whys analysis tool

The 5 Whys analysis method is designed to move past symptoms and to avoid blaming or deficit theorising in order to understand the true root cause of a problem or issue. Start by identifying the issue and then ask why it happens. Continue asking why until you identify an actionable root cause.

| Memory tip | Effective 5 Whys criteria |
|------------|--|
| L | Logical specific causes flow with evidence observed at each Why |
| E | Effective improvements/changes can be identified within your or your team's control |
| Α | Avoid blaming |
| D | Denominator is consistent |
| S | Stop asking why when you have reached an actionable root cause |

| Why #1: Start with the identified problem and ask why it is happening, then insert your answer here |
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| Why #4: |
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| Why #5: |
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| Root Cause: This is the issue you will need to work on and improve |
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