



# Quality-One International

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## 5 Why Course Outline

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- Introduction to 5 Why
- What is 5 Why Problem Solving?
- Origin of 5 Why
  - Fact-based 5 Why
  - Toyota Influence
  - Do we need all 5 Whys?
- The Three-Legged 5 Why
  - Root Cause Leg
  - Escape Point Leg
  - Management or Prevent Recurrence Leg
- Root Cause Leg
  - Qualification of the Symptom Experienced by the Customer
  - The First Why – The Symptom
  - Cross Functional Team requirements
    - Leader, Champion, Subject Matter Experts
    - Team Organization and Rules
  - Quantified Symptom
  - Fact-based Whys
  - Use of Problem Solving Tools supplementation to Fact-based Whys
    - The Second (or more) Why – Problem Statement
    - Deductive Methods
      - Ishikawa
      - Affinity Diagram
    - Inductive Methods
      - Comparative Analysis
      - Is/Is Not
      - BOB WOW (Best of the Best / Worst of the Worst)
    - Quantified Problem Description
  - The Final Why
  - Define the Root Cause
    - Active or Passive Verification
- The Escape Point Leg
  - Define the Quality Control Deficit
    - Quality Control System
      - Incapable
      - Inadequate



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- Define the Permanent Actions to Address Root Cause and Quality Deficit
  - Verification of Permanent Actions
- Actions Derived from the Root Cause Leg and Quality Escape Leg
  - Implementation of Action
    - Validation of Actions using Statistical Tools
    - Statistical Significance of Actions
- The Management System / Prevent Recurrence Leg
  - Updates to Documentation and Procedures
  - Feedback to FMEAs and other prevention methods
  - Establishment of Standard Work
  - Monitor Results