

The 5 Whys

The 5 Whys problem-solving method was developed by Sakichi Toyota, the founder of Toyota Industries, in the 1930's. It was initially used within Toyota Motor Corporation to improve manufacturing processes and understand why new product features or manufacturing techniques were needed. Taiichi Ohno, the person behind the Toyota Production System, later emphasized its use in problem-solving training.

Directions:

1. This can be done out loud or in writing.
2. Decide on the decision or problem that needs to be solved.
3. Ask the question why 5 times to drill down to the root cause. (Can be less or more than 5 but 5 is a good general rule.)