

THE FIVE WHYS WORKSHEET

A Community Excellence Journey Resource

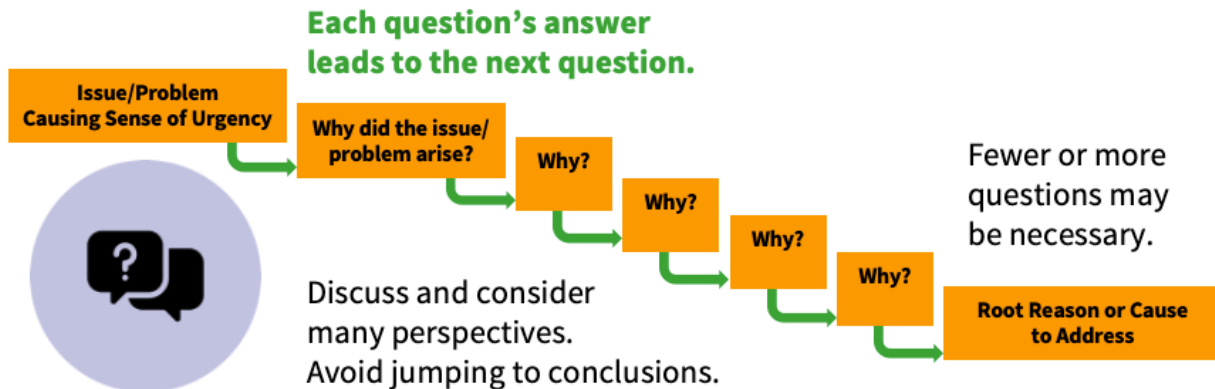
This worksheet is a companion to the Communities of Excellence Framework and is designed to help you get to the root cause(s) and opportunity(ies) that are the underlying reason(s) for the issues that are causing your community excellence group's sense of urgency. This tool will also help you document your discussion in one location for all members of your community excellence group. There are many ways to identify your individual and collective "why" behind your work. This is just a sample to get your moving in a helpful direction. We encourage you to share it with your whole team by sharing it on Google Drive, Microsoft Teams, or some other cloud-based shared workspace for easy access by all members.

Purpose

Following are five key reasons to use the Five Whys process:

1. Grow leaders that welcome, appreciate, and pursue continuous improvement and the change necessary to do so.
2. Build a culture that values and embraces progress over perfection while working together towards excellence.
3. Address the cause(s), not just the symptoms.
4. Be more informed - Allow data and multiple points of view to perform an evidence-based analysis.
5. Identify and fix or eliminate issues in your system for good. – OR – Leverage an opportunity to its maximum potential.

The Diagram



How to Use the Process

	Guidance	Your Answer
Start Here What is your sense of urgency stated as a problem?		
1st Why Why is this your sense of urgency?	Identify possible causes for the sense of urgency. There may be several that come up in your conversation. Record them all and chose the one that is most likely to be the cause. You can do this on your own or agree through prioritizing as a group. Consider ranking the ideas and look at the possible causes from as many perspectives as possible.	

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<p>2nd Why Why is the cause you identified a problem?</p>	<p><i>Repeat the process in the second step using the answer you gave above as the new focus of your discussion.</i></p>	
<p>3rd Why Why is the cause you identified a problem?</p>	<p><i>Repeat the process in the second step using the answer you gave above as the new focus of your discussion.</i></p>	
<p>4th Why Why is the cause you identified a problem?</p>	<p><i>Repeat the process in the second step using the answer you gave above as the new focus of your discussion.</i></p>	
<p>5th Why Why is the cause you identified a problem?</p>	<p><i>Repeat the process in the second step using the answer you gave above as the new focus of your discussion.</i></p>	
<p>STARTING POINT FOR YOUR ACTION PLANNING What is the root reason or cause of the original issue driving your sense of urgency that can be addressed to positively impact all of the causes recorded through this process?</p>	<p><i>This is the best place to start creating a new system that produces the desired results. Because you have taken the time to look at many points of view, possible causes, and data to back up your decision to move forward with each level of questioning, you will likely come up with a priority that many different sectors can agree is important to work on together.</i></p>	

Remember that you may need fewer or more than five cycles of questioning. The point is to not jump too quickly to conclusions and solutions while also giving your group permission to move forward with and agreed to priority instead of falling victim to analysis paralysis.

Enjoy and trust the process!