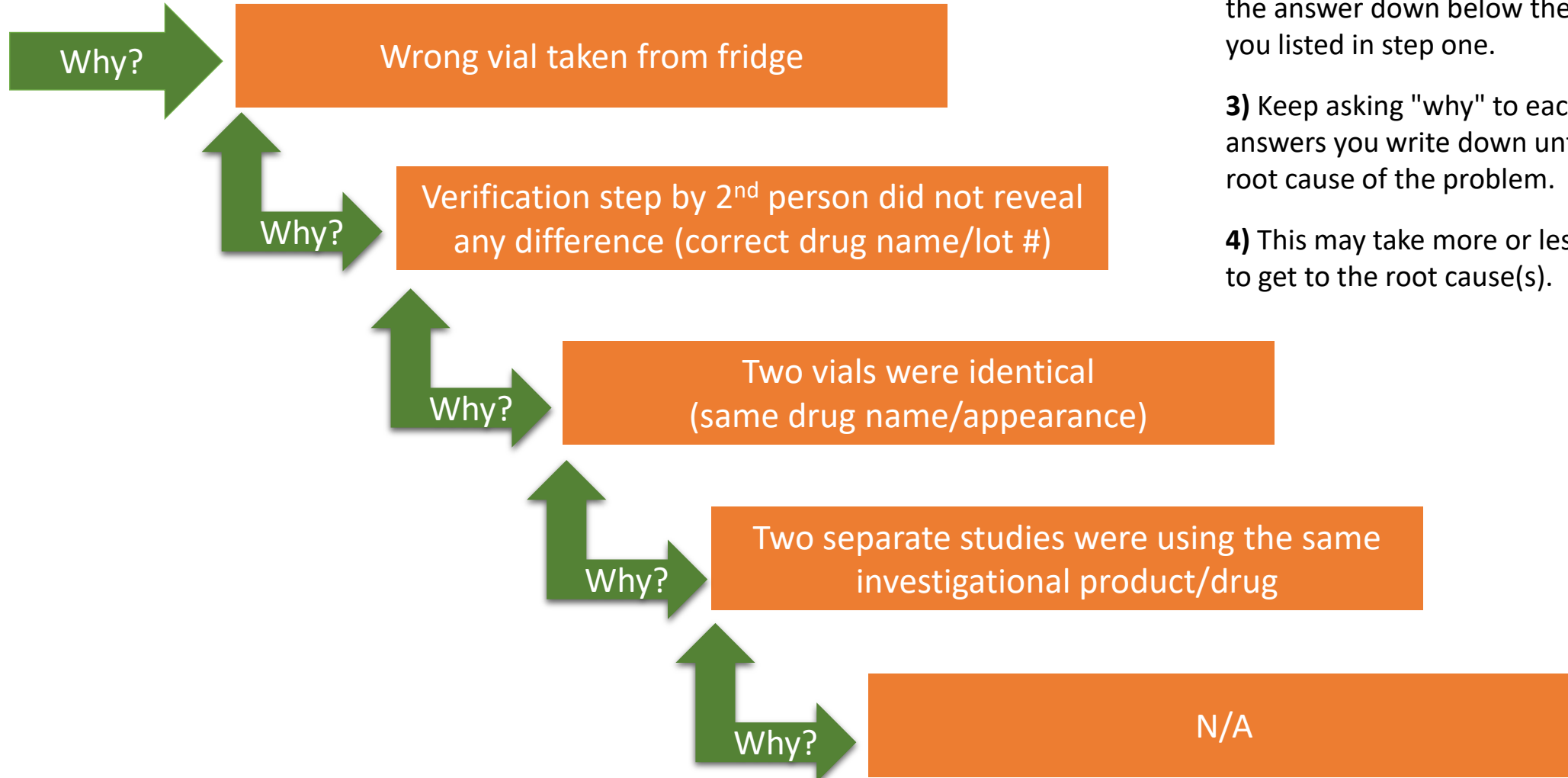


“5 Whys” - Example

Problem: Incorrect study drug administered



- 1) Begin with a specific problem.
- 2) Ask why the problem happened and write the answer down below the specific problem you listed in step one.
- 3) Keep asking "why" to each of the successive answers you write down until you reach the root cause of the problem.
- 4) This may take more or less than five "whys" to get to the root cause(s).

“5 Whys” Problem Solving Tool

State the Problem

Why?

Why?

Why?

Why?

Why?