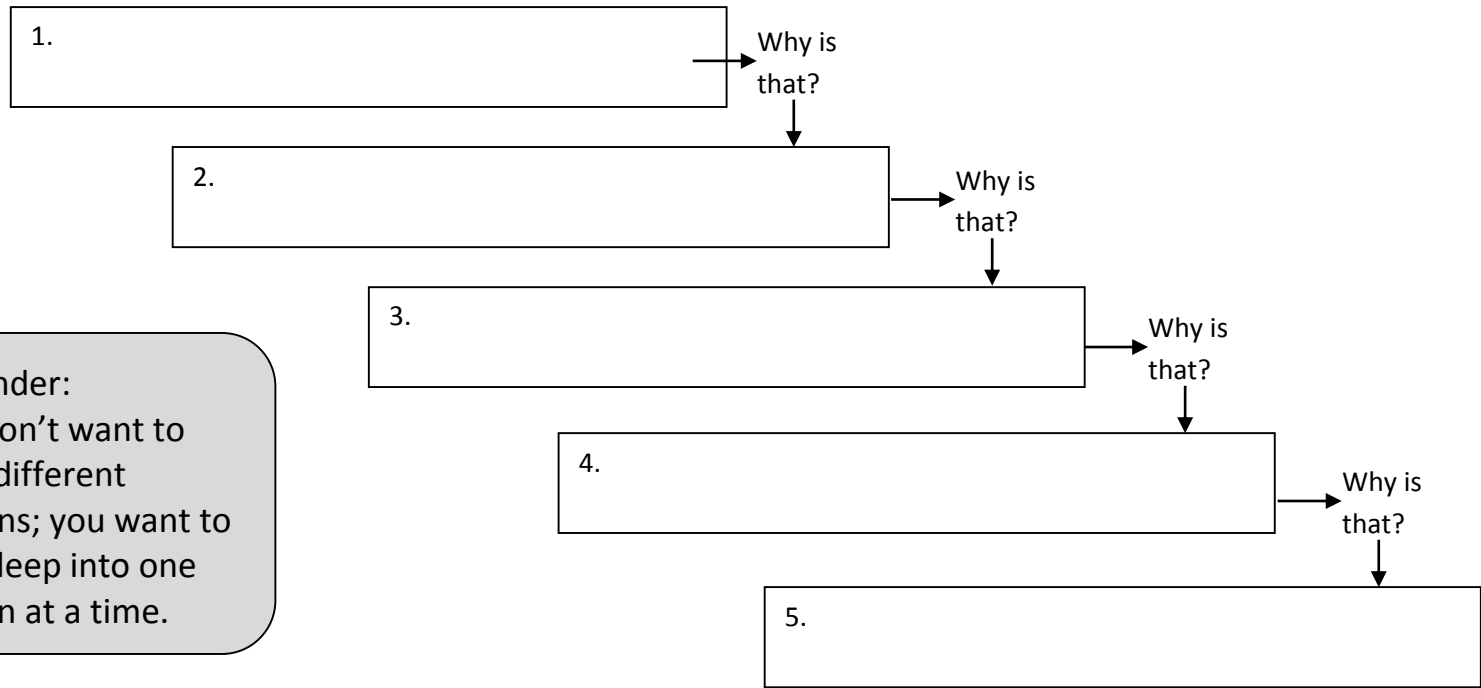


Asking Powerful Questions

5 Whys Worksheet

Define the Problem:

Why is it happening?



Reminder:
You don't want to list 5 different reasons; you want to dive deep into one reason at a time.

Identified Root Cause:

Action/ Plan to Address the Problem:

Action Plan Double Check:

1. Does your action plan indicate who is responsible for each action element?
2. Does your action plan involve a plan for communicating to relevant stakeholders?
3. Are the various elements of your action plan connected to a time frame? When will each piece be accomplished? Are deadlines set?
4. How will you assess whether the changes brought about within your plan have made a difference? How will you know if you solved the problem?

ⁱ This template was modified from the Residents First HQQ Initiative, available at www.hqontario.ca/Portals/0/Documents/qi/rf-5-whys-tool-en.docx.