

≡ D • Define

The Five Whys

Define • Chapter Three. Name the real problem.

The first explanation for a fault is almost never the fault. Ask why until you reach something that would actually change if you fixed it. You have arrived when the answer stops feeling like an explanation and starts feeling like a confession.

1 • Problem Excavation

≡ Deep dive

Keep asking 'what specifically?' until you cannot go further.

My vague problem is:

When & where specifically does it happen?

What triggers it, worsens it, and eases it?

2 • The Five Whys

≡ Deep dive

Ask 'why?' five times; each answer becomes the next 'why?' A technique from Toyota.

My problem:

Why? (1)

Why? (2)

Why? (3)

Why? (4)

Why? (5)

Root cause:

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The Five Whys

3 • Constraint Mapping

Things I can control or influence:

Things I cannot control:

Given what I can control, my real starting point is:

4 • Problem Statement

⦿ Core

Pull it together: behaviour, frequency, impact, root cause. Aim to say it in under 30 seconds.

My clear problem statement:
