

FIVE WHYS

TEMPLATE

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PROBLEM STATEMENT	
WHY?	
WHY?	
WHY?	
WHY?	
WHY?	
ROOT CAUSE(S)	<ol style="list-style-type: none">1.2.3. <p>To check that you have got to the root cause, ask: 'if you resolved this root cause, would the problem be solved?'</p>

FIVE WHYS

EXAMPLES

High employee turnover

PROBLEM STATEMENT	
Our company is experiencing a high rate of employee turnover.	
WHY?	
Employees are not satisfied with their jobs.	
WHY?	
Many employees feel that their work is not recognized or rewarded.	
WHY?	
There is no system in place for evaluating employee performance and providing feedback.	
WHY?	
The company has been focused on short-term financial goals and neglected employee development and engagement.	
WHY?	
Management has not been trained in modern human resource practices.	
ROOT CAUSE(S)	<ol style="list-style-type: none">1. Lack of a performance evaluation system.2. Management's focus on short-term financial goals.3. Inadequate training in human resource management for the leadership team. <p>To check that you have got to the root cause, ask: 'if you resolved this <u>root cause</u>, would the problem be solved?</p>

FIVE WHYS

Declining sales

PROBLEM STATEMENT	
Our latest product has been experiencing declining sales over the past three months.	
WHY?	
Customers are not satisfied with the product.	
WHY?	
The product does not meet the advertised specifications.	
WHY?	
The development team cut corners to meet the launch deadline.	
WHY?	
The project timeline was unrealistic.	
WHY?	
Market research was rushed, leading to inaccurate estimates for development time.	
ROOT CAUSE(S)	<ol style="list-style-type: none">1. Inaccurate market research leads to unrealistic expectations.2. Development team cutting corners.3. Product not meeting advertised specifications. <p>To check that you have got to the root cause, ask: 'if you resolved this <u>root cause</u>, would the problem be solved?</p>

FIVE WHYS

Customer complaints

PROBLEM STATEMENT	
There has been a significant increase in customer complaints at the restaurant.	
WHY?	
Customers are reporting long wait times and poor food quality.	
WHY?	
The kitchen is understaffed, and existing staff are inadequately trained.	
WHY?	
The recent budget cuts led to a reduction in kitchen staff.	
WHY?	
The restaurant has been experiencing financial difficulties.	
WHY?	
There has been a decrease in regular customers and a failure to attract new ones.	
ROOT CAUSE(S)	<ol style="list-style-type: none">1. Financial difficulties leading to budget cuts and understaffing.2. Inadequate staff training. <p>To check that you have got to the root cause, ask: 'if you resolved this root cause, would the problem be solved?'</p>

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