

Template: 5 Whys

EVENT: What happened? Define the problem as an event:

PATTERN: What's been happening? Define the problem as a pattern by selecting a poor performance factor:

STRUCTURE: Why is it happening? What are the tangible and intangible structures determining the results we see?

Why is that?

Why is that?

Why is that?

Why is that?

ACTION: What are the implications for action? What can you do to change the results?