

5 Why root cause analysis report

All records

ANALYSES RECORDED
8
4 still open

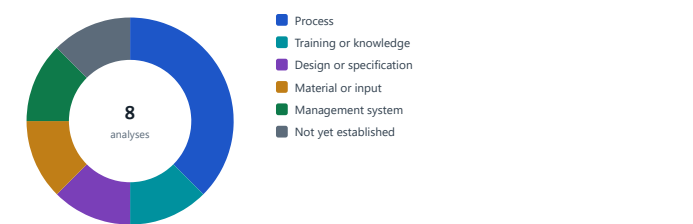
AVERAGE WHY-DEPTH
3.4
3+ is credible — shallower chains rarely reach a cause

VERIFIED FIXES
2
of 4 countermeasures implemented

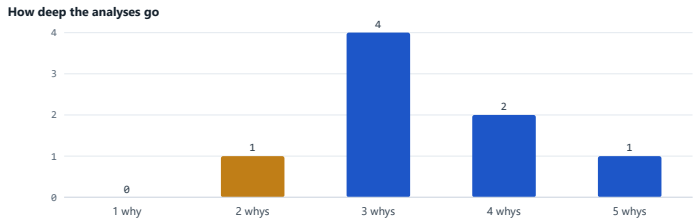
OPEN ANALYSES
4
1 overdue

MOST COMMON ROOT CAUSE
Process
3 analyses ended there

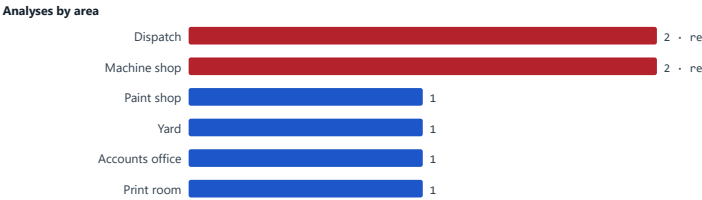
8 of 8 record(s) included. All records. Amounts in USD.



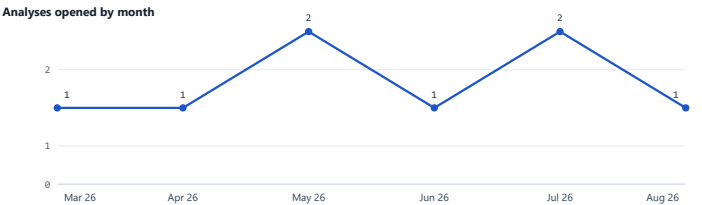
A register dominated by one type is telling you where to spend prevention effort. A large 'not established' slice means analyses are being started and abandoned. A register dominated by one type is telling you where to spend prevention effort. A large 'not established' slice means analyses are being started and abandoned.



Chains of one or two whys usually stop at the symptom or at a person. Most real chains reach a workable root cause at three to five. Chains of one or two whys usually stop at the symptom or at a person. Most real chains reach a workable root cause at three to five.



An area appearing twice or more is a repeat offender: either the countermeasures there are not holding, or the same underlying system is producing different symptoms. An area appearing twice or more is a repeat offender: either the countermeasures there are not holding, or the same underlying system is producing different symptoms.



A rising count is not necessarily bad news — it often means problems that used to be patched quietly are now being investigated properly. A rising count is not necessarily bad news — it often means problems that used to be patched quietly are now being investigated properly.

Root cause register

PROBLEM	AREA	ROOT CAUSE	DEPTH	COUNTERMEASURE	STATUS
Batch labels printed with last month's date code on two occasio...	Print room	Not established	3	—	Open
Coolant pooling under lathe 2 for the third time this quarter —...	Machine shop	Material	2	—	Open
Month-end invoice for one customer emailed to a different custo...	Accounts office	Process	3	Show account codes alongside names in the invoicing add...	In progress
Forklift reversed within a metre of a pedestrian at the blind c...	Yard	Process	3	Clear the gully and add it to the monthly site maintena...	Verified
Seven orders missed the carrier collection on the last Friday o...	Dispatch	Management	3	Hold carrier cutoffs in the planning system as master d...	Implemented
CNC lathe 3 seized mid-shift when the spindle bearing ran dry...	Machine shop	Design	4	Fit a low-level switch wired into the machine stop circ...	In progress
Three customer complaints in one week for wrong items picked fr...	Dispatch	Training	4	Write the check-scan step into the pick procedure and t...	Implemented
Blistering on 14 of 60 painted panels in batch P-4471, found at...	Paint shop	Process	5	Replace the thermostat; add bath temperature to the hou...	Verified

Open and unverified

PROBLEM	OWNER	DUE	DAYS OPEN	NEXT STEP
Three customer complaints in one week for wrong items picked fr...	Dispatch supervisor	2026-05-11 — overdue	118	Verify it worked
Seven orders missed the carrier collection on the last Friday o...	Logistics planner	2026-06-25 — overdue	74	Verify it worked
Coolant pooling under lathe 2 for the third time this quarter —...	Maintenance lead	2026-08-07 — overdue	15	Agree a countermeasure
Batch labels printed with last month's date code on two occasio...	Production planner	2026-08-16	6	Establish the root cause
Month-end invoice for one customer emailed to a different custo...	Accounts supervisor	2026-08-19	26	Implement the countermeasure
CNC lathe 3 seized mid-shift when the spindle bearing ran dry....	Maintenance lead	2026-08-23	96 (stale)	Implement the countermeasure

Analysis register

DATE	AREA	CATEGORY	ROOT CAUSE	OWNER	DUE	STATUS	DEPTH	AGE (DAYS)
2026-03-12	Paint shop	Quality	Process	Paint line supervisor	2026-04-11	Verified — it worked	5	150
2026-04-13	Dispatch	Quality	Training	Dispatch supervisor	2026-05-11	Countermeasure implemented	4	118
2026-05-05	Machine shop	Breakdown	Design	Maintenance lead	2026-08-23	In progress	4	96
2026-05-27	Dispatch	Delivery	Management	Logistics planner	2026-06-25	Countermeasure implemented	3	74
2026-06-12	Yard	Safety	Process	Site manager	2026-07-10	Verified — it worked	3	58
2026-07-14	Accounts office	Admin	Process	Accounts supervisor	2026-08-19	In progress	3	26
2026-07-25	Machine shop	Breakdown	Material	Maintenance lead	2026-08-07	Open	2	15
2026-08-03	Print room	Quality	Not found	Production planner	2026-08-16	Open	3	6

Notes

Sample analyses — replace every entry with your own before circulating this report or acting on it.

A 5 Why analysis is only as good as the honesty of the answers written into it: the tool cannot tell a real cause from a convenient one, and a chain that stops at a person rather than a condition will produce a countermeasure that does not work. A single why-chain also assumes one dominant cause; problems with several interacting causes need a broader method, and forcing them into one chain oversimplifies them. Treat every analysis here as a working record, not proof.