

## The 5-Whys Course Objectives

- Understand what the 5 Why technique is.
- Learn that the 5 Whys can help identify the root cause of a problem.
- Understand which type of "why" questions are effective, and which are not.
- Recognize how mistake-proofing helps address a root causes by creating lasting solution.
- Be exposed to several 5 Why studies.
- Identify common threads for successful investigations using the 5 Whys.
- Understand how sustainable solutions can be constructed.
- Understand that there are common pitfalls that need to be avoided when using the 5 Why approach.
- Be familiar with ways to avoid common pitfalls.