

The Five-Whys Course Outline

Lesson 1 | Asking "Why?"

- Asking "Why?" An Investigative Technique
- Formulating "Why?" questions.
- Apparent causes versus the root cause.
- Using Mistake-Proofing to eliminate the root cause of problems.

Lesson 2 | Five Examples

- Chemical mixing error.
- Overdone burgers.
- Later shipment.
- Finger cuts.
- Missed phone calls.

Lesson 3 | Five Pitfalls

- Identifying the five pitfalls.
- Avoiding/preventing the pitfalls from occurring.

Challenge

- An assessment of the learner's progress in this course.