

# 5 Whys – Root Cause Analysis

## 1. Details

<b>Originator:</b>				<b>Date</b>			
<b>Source (tick as appropriate)</b>							
<b>Customer</b>		<b>Supplier</b>		<b>Audit</b>		<b>Internal</b>	
<b>Description of the problem:</b>							
<b>Consequences of the problem</b>							
<b>Customer/Supplier Name</b>							
<b>Contact Name</b>				<b>Phone No</b>			
<b>Contact email</b>							
<b>Order Number's</b>				<b>Lot Number's</b>			
<b>Product/materials involved</b>							
<b>Quantity</b>							
<b>BRCGS Clause Ref relating to the issue</b>							
<b>Cost</b>							

## 2. Team

Ref	Name	Position	Involvement
1			
2			
3			
4			
5			

## 3. Corrective action (immediate action)

Ref	Action	Resp person	Due by	Comp date
1				
2				
3				
4				
5				

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## 5. 5 Whys Table

<b>Q1</b>	Why	<b>Q2</b>	Why
<b>Q3</b>	Why	<b>Q4</b>	Why
<b>Q5</b>	Why	<b>Q6</b>	Why
<b>Q7</b>	Why	<b>Q8</b>	Why
<b>Q9</b>	Why	<b>Q10</b>	Why

## 6. Causal factors/contributing factor

Ref	Causal factors/contributing factor	Physical/Huaman/Organisational/ Contributing factor
1.		
2.		
3.		
4.		
5.		
<b>Root cause</b>		

## 7. Preventive Action Plan

Ref	Countermeasure Required for root cause and where appropriate Causal factors & contributing factor	Responsible person	Due by	Complete by date
1				
2				
3				
4				
5				

## 8. Ongoing Monitoring

Ref	Monitoring activity	Frequency	Record
1			
2			
3			
4			
5			

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9. Close out

**Signature:**

**Date:**

**Position:**