

5 Why

Given: A function of a system is not accessible to a user.

Why 1: What could be the reason?

- a the user
 - 1 not appropriate
 - 2 not competent
 - 3 not able
- b the function
 - 1 not appropriate
 - 2 too complex
 - 3 not designed for this user
- c the implementation
 - 1 technology
 - 2 choice of technology
 - 3 the way it is implemented

Why 2: What are the reasons for b3 and c2 and c3.

Why 3: ... Why 4: ... Why 5: ...



Example

1. Why is our client, Hinson Corp., unhappy? Because we did not deliver our services when we said we would.
2. Why were we unable to meet the agreed-upon timeline or schedule for delivery? The job took much longer than we thought it would.
3. Why did it take so much longer? Because we underestimated the complexity of the job.
4. Why did we underestimate the complexity of the job? Because we made a quick estimate of the time needed to complete it, and did not list the individual stages needed to complete the project.
5. Why didn't we do this? Because we were running behind on other projects. We clearly need to review our time estimation and specification procedures.

