



HOW TO USE Take one confirmed problem statement from a symptom to a verified root cause using 5 Why, then widen the search with the 6M fishbone if the chain dead-ends.

Rule: every Why must be provable with evidence you can point to at the process, not an opinion. Stop when the next Why leaves your control.

PROBLEM STATEMENT (WHAT, WHERE, WHEN, HOW MUCH)	OWNER	DATE
<i>Be specific and measurable.</i>	<i>Name</i>	

1 CONTAINMENT — WHAT PROTECTS THE CUSTOMER RIGHT NOW

CONTAINMENT ACTION	OWNER	VERIFIED ON

2 5 WHY CHAIN

STEP	ANSWER	EVIDENCE THAT PROVES IT
Why 1	<i>Why does the problem occur?</i>	
Why 2	<i>Why does that happen?</i>	
Why 3	<i>Why does that happen?</i>	
Why 4	<i>Why does that happen?</i>	
Why 5	<i>Why does that happen?</i>	

3 FISHBONE — 6M CAUSES (USE WHEN THE CHAIN BRANCHES)

MAN / PEOPLE	MACHINE	METHOD
<i>Skill, staffing, training, handoff</i>	<i>Capability, wear, setup, tooling</i>	<i>Standard work, sequence, decision rules</i>
MATERIAL	MEASUREMENT	MOTHER NATURE / ENVIRONMENT
<i>Supplier, lot, spec, storage</i>	<i>Gauge R&R, sample plan, definition</i>	<i>Layout, temp, humidity, light, noise</i>

4 VERIFIED ROOT CAUSE AND COUNTERMEASURE

ROOT CAUSE (VERIFIED)	COUNTERMEASURE	OWNER	EFFECTIVE DATE

5 VALIDATION

HOW THE FIX WAS PROVEN (DATA, DATE, SAMPLE)	STANDARD WORK UPDATED?	WHERE ELSE THIS APPLIES