

## Root Cause Analysis: 5 Whys Example

**Problem: Service tickets are not being completed timely**

Why are tickets not being completed timely?

	A.	B.	C.	D.
	<i>Tickets are missing critical information</i>		<i>Too many tickets coming in for password changes</i>	
WHY? ↓	They don't know what to put on tickets	<i>They are using old versions that do not have fields we need</i>	The new system requires them to change their password every 90 days and they do not know how	
WHY? ↓	They have not been trained	They may not have the new form	They don't read the instructions on the website page on how to change it	
WHY? ↓	We have not trained them	We may not have sent it to them	They don't know where to find the instructions	
WHY? ↓	We have not developed the training	They may not be on our list	The instructions are a little hard to find	
WHY? ↓		We don't always know who the assigned representatives are for the division or an agency	They are buried within the FAQ's page	