

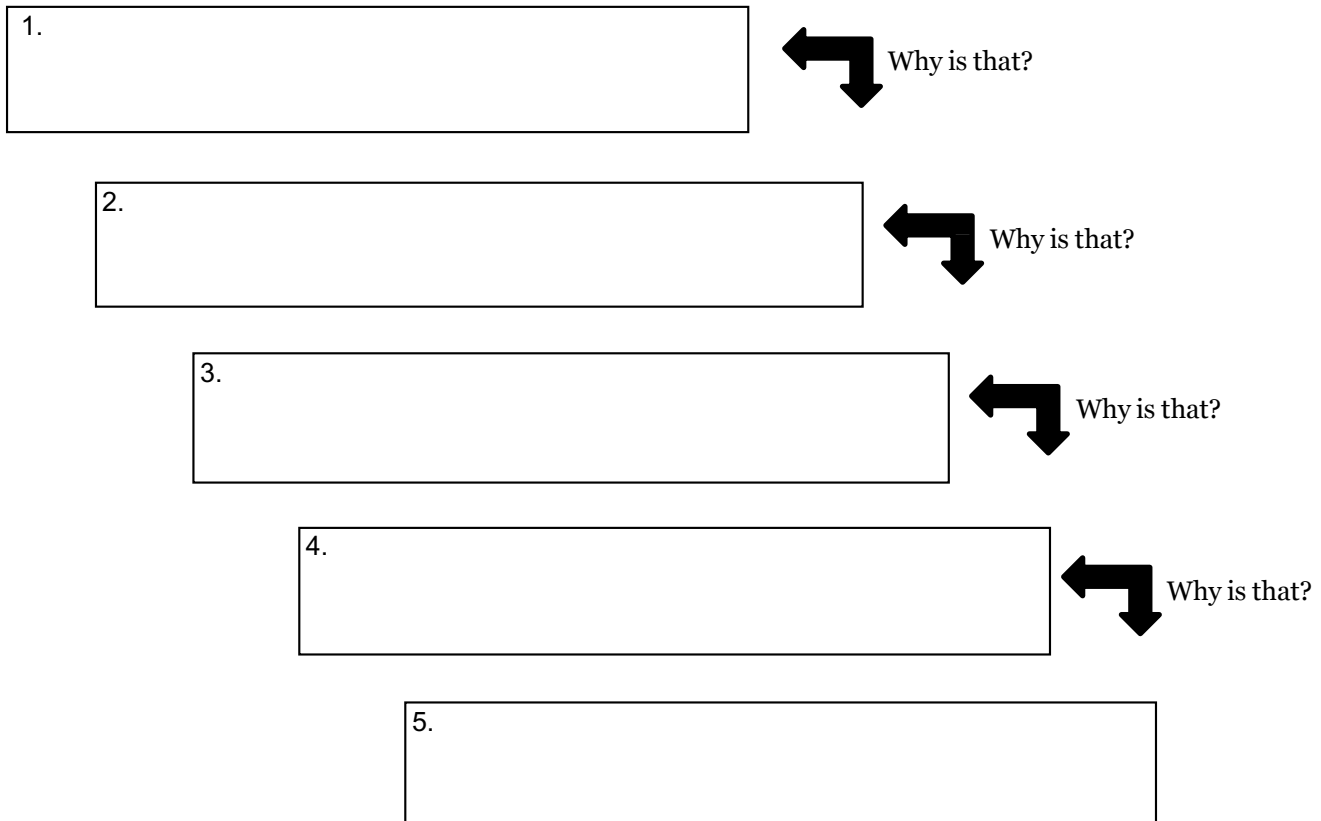
## 5 Whys for RCA<sup>2</sup>

Use this tool with your RCA<sup>2</sup> team to help you identify the root cause(s) of a problem — and generate potential change ideas — by asking “Why?” five times. See the [RCA<sup>2</sup> report](#) for an example.

**EVENT. What happened?** Define the problem as an event:

**PATTERN. What’s been happening?** Define the problem as a *pattern* by selecting a poor performance factor:

**STRUCTURE. Why is it happening?** What are the tangible and intangible structures determining the results we see?



**ACTION. What are the implications for action?** What can you do to change the results?