

## Root-cause/Five Whys Exercise

Problem: One of the monuments in Washington D.C. is deteriorating. How do you find the solution to this problem-by asking the right questions. However, not all questions are created equal. The trick is to ask questions about cause, not solution.

1. -
  - a. Why should the monument be preserved?
  - b. Why is the monument deteriorating?
  - c. Who will preserve the monument?
2. -
  - a. Is it time to replace the monument?
  - b. Why are harsh chemicals needed?
  - c. Who on the preservation/restoration crew is the decision maker?
3. -
  - a. Should we replace it with an exact replica or a new monument?
  - b. Why are there a large number of bird droppings on the monument?
  - c. Are members of the preservation/restoration crew licensed and insured?
4. -
  - a. Does the new monument need to be voted on by Congress?
  - b. Why is there a large population of spiders in and around the monument?
  - c. What is the resources if crew members destroy the monument?
5. -
  - a. What is the time line for designing and constructing the new monument?
  - b. Why are swarms of insects drawn to the monument at dusk?
  - c. Who will take responsibility in the case of monument destruction?

For the solution, along with the answers, go to <http://thekaizone.com/2014/08/5-whys-folklore-the-truth-behind-a-monumental-mystery/> and scroll to the bottom of the exercise.