

Ask “Why?” 5 times to get to the root cause of a problem, defect or inefficiency

There was no weather stripping on the attic access hatch

Why?

There was no weather stripping on the truck

Why?

It wasn't on the work order

Why?

The sales person didn't document it during the assessment

Why?

There is no standardized assessment form

Critical Concept: Once the root cause is found, *you must involve the people doing the actual work* on a day-to-day basis to identify a fix – new methods, more time, training, etc. – so that the changes will actually work and stick.