There was no weather stripping on the attic access hatch

There was no weather stripping on the truck

It wasn’t on the work order

The sales person didn’t document it during the assessment

There is no standardized assessment form

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

**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.