

FIVE WHYS

It's time to ask the important question

What is the problem?

E.g. The invoice still isn't paid.

Why did this happen?

E.g. The customer has withheld it.

Is this the root cause? YES NO

Why did this happen?

E.g. The customer flagged it as an error.

Is this the root cause? YES NO

Why did this happen?

E.g. They don't agree with the billing activity.

Is this the root cause? YES NO

Why did this happen?

E.g. The hours billed is incorrect.

Is this the root cause? YES NO

Why did this happen?

E.g. The engineer has not completed the job card correctly because they haven't been trained but sent out the invoice anyway.

Is this the root cause? YES NO

Possible solutions & countermeasures

E.g. The process for the engineer is a defect that needs to be fixed. They require training to be taught how to invoice correctly.
