Get to the root cause of a problem

Get a deeper understanding of a problem.

## Ask ‘5 whys’ for a possible root cause

Focus on the people experiencing the problem. Think about what they’re trying to do and what’s stopping them from doing it easily.

Ask ‘why’ 5 times to get to the root cause of the problem they face.

#### Tips

You should:

* use the first person to document any pain points
* think about any organisational factors that could contribute to the problem (for example, silos, policies or practices)

### Who is the person affected?

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### What is the problem on the surface?

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### Why is that?

Ask ‘Why is that?’ five times until you find the root cause of the problem:

* Why is that?
* Why is that?
* Why is that?
* Why is that?
* Why is that?

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| --- |

### What is the possible root cause?

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## Your problem statement

Take your answers from the questions above. Use them to frame a user's problem.

As a…

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I can’t…

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The root cause of this may be…

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