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# Getting To Root Cause Through The 5-Why Methodology (Pamoga LLC Book 27)



## Getting to Root Cause through the 5-Why Methodology

Case Study BEF-008-001



Pamoga LLC Case Studies are based on actual issues experienced by real businesses, and provide insight into these issues, their root causes, and the approaches taken to successfully resolve them. These approaches may or may not provide similar results in your particular situation. Pamoga LLC provides no representation, guarantee, or claim as to their effectiveness, under any condition, nor to the correctness, accuracy, reliability, or completeness of contents presented. The names of all people, products and businesses appearing in Case Studies are invented and should not be construed to represent any particular person, product, or business, whether existing or not.



## Synopsis

Is the real reason for the existence of a problem hiding amongst irrelevant or incomplete reasoning? See how to drill down through this reasoning so as to separate detractive, reflective and tangential statements away from the true root cause through use of the 5-Why Methodology. This Case Study in Pamoga LLC's Case Study series examines:

- The primary goal of the 5-Why methodology and its approach to reaching it
- The types of statements that deviate from or align with finding root cause
- The characteristics that help guide and define a proper 5-Why approach
- The interaction between 5-Why, Ishikawa Diagram, and A3 methods

Pamoga LLC Case Studies are based on actual issues experienced by real businesses, and provide insight into these issues, their root causes, and the approaches taken to successfully resolve them. Case Studies consist of a narrative section where the business problem is exposed, a theory section where knowledge applicable to the problem is presented, and a real-world solution section where the business activities that solved the problem using that knowledge are discussed. Pamoga LLC offers Case Studies across Strategic Growth Planning, New Product Introduction, and Process Transformation areas, including:

- Portfolio Management
- Business Effectiveness
- Change Management
- Strategic Modeling
- Strategy Implementation
- Operational Modeling
- Cross Functional Execution
- Product Definition
- Customer Alignment

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## Customer Reviews

This book has helpful tips for making 5-Why into an effective tool. Great examples to understand where the approach can go wrong and how to avoid it. Used it over a month now and we keep getting better results.

Brief. To the point. Effective. The topic is not new but the presentation on how to manage the process and make it work is. Recommended.

I'd already tried five why but it hadn't helped. Then I came across this brief study. The examples and direction it gives were key in making it work. Worth the read.

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