

## Root-cause/Five Whys Exercise

Problem: One of the monuments in Washington D.C. is deteriorating. How do you find the solution to this problem—by asking the right questions. However, not all questions are created equal. The trick is to ask questions about cause, not solution.

#1 –

- A. Why should the monument be preserved?
- B. Why is the monument deteriorating?
- C. Who will preserve the monument?

#2 –

- A. Is it time to replace the monument?
- B. Why are harsh chemicals needed?
- C. Who on the preservation/restoration crew is the decision maker?

#3 –

- A. Should we replace it with an exact replica or a new monument?
- B. Why are there a large number of bird droppings on the monument?
- C. Are members of the preservation/restoration crew licensed and insured?

#4 –

- A. Does the new monument need to be voted on by Congress?
- B. Why is there a large population of spiders in and around the monument?
- C. What is the recourse if crew members destroy the monument?

#5 –

- A. What is the time line for designing and constructing the new monument?
- B. Why are swarms of insects drawn to the monument at dusk?
- C. Who will take responsibility in the case of monument destruction?

For the solution, along with the answers, go here: <http://thekaizone.com/2014/08/5-whys-folklore-the-truth-behind-a-monumental-mystery/> and scroll to the bottom of the exercise.