

Root Cause Analysis (5 Whys)

Root cause analysis, also known as the 5 Whys, is a method designed to help UX practitioners investigate the root cause of a problem which contributes to finding its best solution. Root cause analysis aims to dig deep into a specific problem to identify the primary cause behind it.

Root Cause Analysis

Problem: _____

Why #1



Why #2



Why #3



Why #4



Why #5