

Watch the video and complete the sentences below:

Many problems at work are just symptoms of _____ issues.

Therefore, to _____ a problem effectively, so it doesn't reoccur, we need to _____ to identify the underlying cause.

Sakichi Toyoda's 5 Whys _____ is a simple way to do this.

To use it, you start with the problem you're _____, and then keep asking "Why?" until you've discovered the _____.

For _____, imagine the IT team in your organization has just rolled out new software for _____ everyone's expenses.

So, you use the 5 Whys Technique to get to the _____ of the problem.

But now you know what you need to do to _____ the situation.

The 5 Whys technique is a simple way to get to the _____ of a problem.