Design Thinking
Analyze
Part 1

Do you know where we are folks? We are in one of Asia's finest track and field training places that is not why we are here. We are here to discuss an analysis tool that will help you figure out a root cause quite easily. So, I want to illustrate that through a story, one of my students was very regular in coming late to classes. So, I used my usual methods - sarcasm, making him a butt of all jokes, threatening him not that I won't give him attendance all that. None of them worked. So I said come on I am a systematic guy I need to figure this out, what's really happening here?

That's when I thought I will use a tool called multi-why analysis or 5 whys analysis. The tool works quite simply, like a 5 year old ask 'Whys' multiple times, that's the essence of the tool. This is popularised by Toyota in the 70s almost and it's quite effective because it's so simple to use, so I'll demonstrate this particular story. So why was this guy/student late to all my classes? Turns out he was sleeping late that was the main reason he was late to class, so that begs the questions why was he sleeping late? Well he had tons and tons of assignments to finish and that's why he slept late and now that begs a question - Why did he have tons and tons of assignments to finish?

Well he was a procrastinator, he really didn't have the time or discipline to do all the assignments on time. So he procrastinated and everything piled to the deadline and that's why he came late to class because he woke up late. Now why was he a procrastinator? Well he was habituated into such procrastination because of his course load and that's what his habits were. So we started way back there with why was he late to classes simple thing and we come down to his personal habits, so that's a simple illustration of how these 5 whys really work and you can try that as well to get to the bottom of the mystery.

Thank you.