

Management Tools

Problem Solving

Chapter 17

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The “Why Why” Tool...

Why

WHY

Why

Why

Why

The “Why Why” Tool...

- Why did the customer return the product?
 - It had a faulty component
- Why did it have a faulty component?
 - It was machined wrong
- Why was it machined wrong?
 - The calibration was off
- Why was the calibration off?