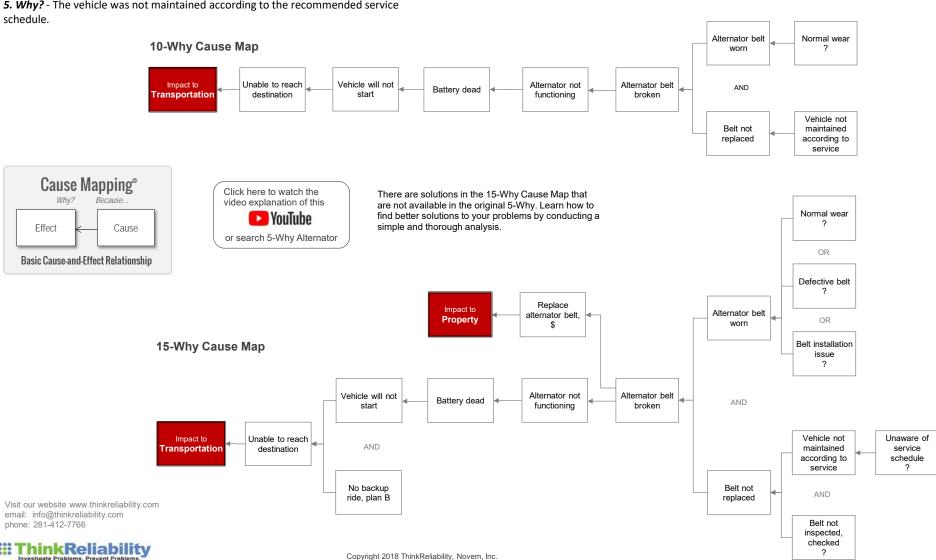
## Re-Thinking 5-Why

## **Alternator Belt Broken**

## **Conventional 5-Whys**

The vehicle will not start. (the problem)

- 1. Why? The battery is dead.
- 2. Why? The alternator is not functioning.
- 3. Why? The alternator belt has broken.
- 4. Why? The alternator belt was well beyond its useful service life and not replaced.
- 5. Why? The vehicle was not maintained according to the recommended service schedule.



5-Why Cause Map

Vehicle will not

start

Why ?

Battery dead

Why?

Why?

Alternator not

functioning

Why?

Alternator belt

broken

Why?

Vehicle not

maintained

according to

service

Alternator belt

well beyond

useful life and

not replaced