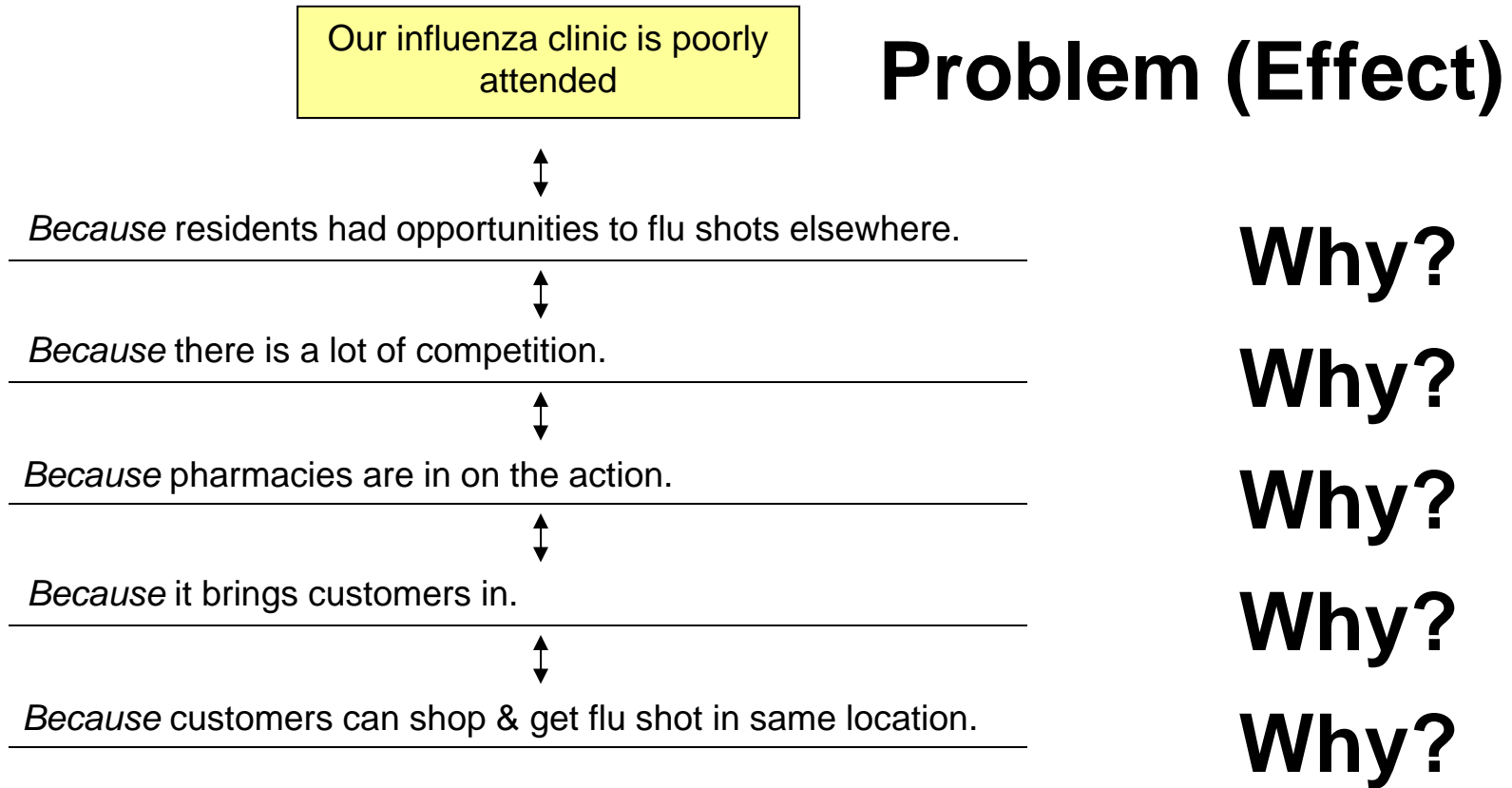


Five Why's

My off white carpeting must be replaced

- Why? The carpeting has been stained
- Why? My elder cat vomits periodically
- Why? She is upset about something
- Why? Her environment was compromised
- Why? I introduced a kitten last year

QI Tool: 5 Why's



Ask “Why” at least five times for each cause