Practical Application

o **Identify a prior project or initiative you worked in your organization.**

- Try using the 5 Whys approach for that project or initiative by answering the following:
  - What was used as the critical metric (project Y)?
  - How would you define a defect?
    - *This would be the ultimate "effect" for which you're trying to find a cause.*
  - Why did the organization experience that effect?
  - Continue asking a series of "Why" questions until you reach a reasonable level that could represent the root cause for that undesirable effect.

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