

A real life case study in root cause analysis:

The 5 Whys

PROBLEM: THE WASHINGTON MONUMENT WAS FALLING APART.

Why? Because harsh chemicals were used to clean it.

Why? Because of all the bird droppings.

Why? Because birds feasted on all the spiders there.

Why? Because spiders feasted on all the gnats there.

Why? Because gnats were attracted to the lights at dusk.

Why? Because the monument was 1st to turn its lights on.

SOLUTION: TURN THE LIGHTS ON 30 MINUTES LATER!

Problem solved . . . or was it?

Discover the true story behind this monumental mystery only at:

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