**[](https://es.smartsheet.com/try-it?trp=27181&utm_language=ES&utm_source=integrated+content&utm_campaign=/free-lean-six-sigma-templates&utm_medium=ic+5+whys+template+word+es&lpa=ic+5+whys+template+word+es&lx=pQhW3PqqrwhJVef8td3gUgBAgeTPLDIL8TQRu558b7w)5 PLANTILLA WHYs**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **DEFINIR EL PROBLEMA** |  |  | | | | |  |  | |  | | | |  | | |  |  | | |  |  | | |  |  | | |  |  | | | | | | | |  | | | |
|  | Defina el problema aquí | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | |
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| **¿POR QUÉ ES ESTO UN PROBLEMA?** |  | **CAUSA PRIMARIA** | | | | | |  | |  | | | |  | | |  |  | | |  |  | | |  |  |  | |  | | | | | | | | |  | | | |
|  | ¿Por qué está sucediendo? | | | | | | | | | | | | | | |  |  | | |  |  | | |  |  |  | |  | | | | | | | | |  | | | |
| 1 | Está sucediendo porque | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | |  | | | | | |  | | | |
|  |  | |  | ¿Por qué? | | | | | | | | | | | | | | | |  |  |  |  | | | |  |  | | | | | | | | | | | | |
|  |  | | 2 | Está sucediendo porque | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | |
|  |  |  | | |  | ¿Por qué? | | | | | | | | | | | | | | | | | | | | | |  |  | | | | |  | | | |  | | |
|  |  |  | | | 3 | Está sucediendo porque | | | | | | | | | | | | | | | | | | | | | | | |  | |  | | | |  | | |  | |
|  |  | | | | | | | | | ¿Por qué? | | | |  |  | | |  | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | 4 | | Está sucediendo porque | | | | | | | | | | | | | | | | | | | | | | |  | |  | | | | | |
|  |  | | | | | | | | | | | ¿Por qué? | | | | | | | **CAUSA RAÍZ** | | | | | | | | | | | | | | | | | | | | |  |
|  | **NOTA: Si el "Por qué" final no tiene una solución controlable, vuelva al "Por qué" anterior.** | | | | | | | | | | 5 | | Está sucediendo porque | | | | | | | | | | | | | | | | | | | | | | | |  | | | |
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| **MEDIDAS CORRECTIVAS A TOMAR** |  | **ACCIÓN CORRECTIVA** | | | | | | | |  | | | |  | | |  |  | | |  |  | | |  | RESPONSABLE | | | | | | | | | | | |  | | | |
|  | Describa la acción aquí | | | | | | | | | | | | | | | | | | | | | | |  |  | | | | | | | | | | | |  | | | |
|  |  | FECHA DE ACCIÓN PARA COMENZAR | | | | | | | | | | | |  | | | |
|  |  |  | | | | | | | | | | | |  | | | |
|  |  | FECHA PARA COMPLETAR | | | | | | | | | | | |  | | | |
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