Reallocate funds to

ensure adequate quality

control resources

Prioritize investment

in an updated order

management system

Allocate resources and prioritize the implementation of the automated inventory system

**SOLUTIONS**

Misallocation of funds

to other departments

Focused on short-term

cost-cutting

Prioritizing other IT projects

**WHY**

Insufficient budget

for hiring and training

Lack of investment in

system upgrades

Limited IT resources and funding for the project

**WHY**

Shortage of skilled

quality inspectors

Outdated and inefficient

order management system

Delayed implementation of automated inventory system

**WHY**

Inadequate quality

control during production

Order processing errors

Manual inventory tracking

**WHY**

Product defects in

multiple units

Incorrect or delayed

order deliveries

Mismatch between shipping orders and inventory

**WHY**

**Product Quality Team**

**Customer Service Team**

**Shipping Team**

**5 whys diagram**

**Problem: Frequent Product Returns and Customer Complaints**