5 whys diagram

Problem: Frequent Product Returns and Customer Complaints

	Product Quality Team	Customer Service Team	Shipping Team
WHY	Product defects in multiple units	Incorrect or delayed order deliveries	Mismatch between shipping orders and inventory
WHY	Inadequate quality control during production	Order processing errors	Manual inventory tracking
WHY	Shortage of skilled quality inspectors	Outdated and inefficient order management system	Delayed implementation of automated inventory system
WHY	Insufficient budget for hiring and training	Lack of investment in system upgrades	Limited IT resources and funding for the project
WHY	Misallocation of funds to other departments	Focused on short-term cost-cutting	Prioritizing other IT projects
SOLUTIONS	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

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