Washington Machine Failure
Guest Blog by Bill Graham

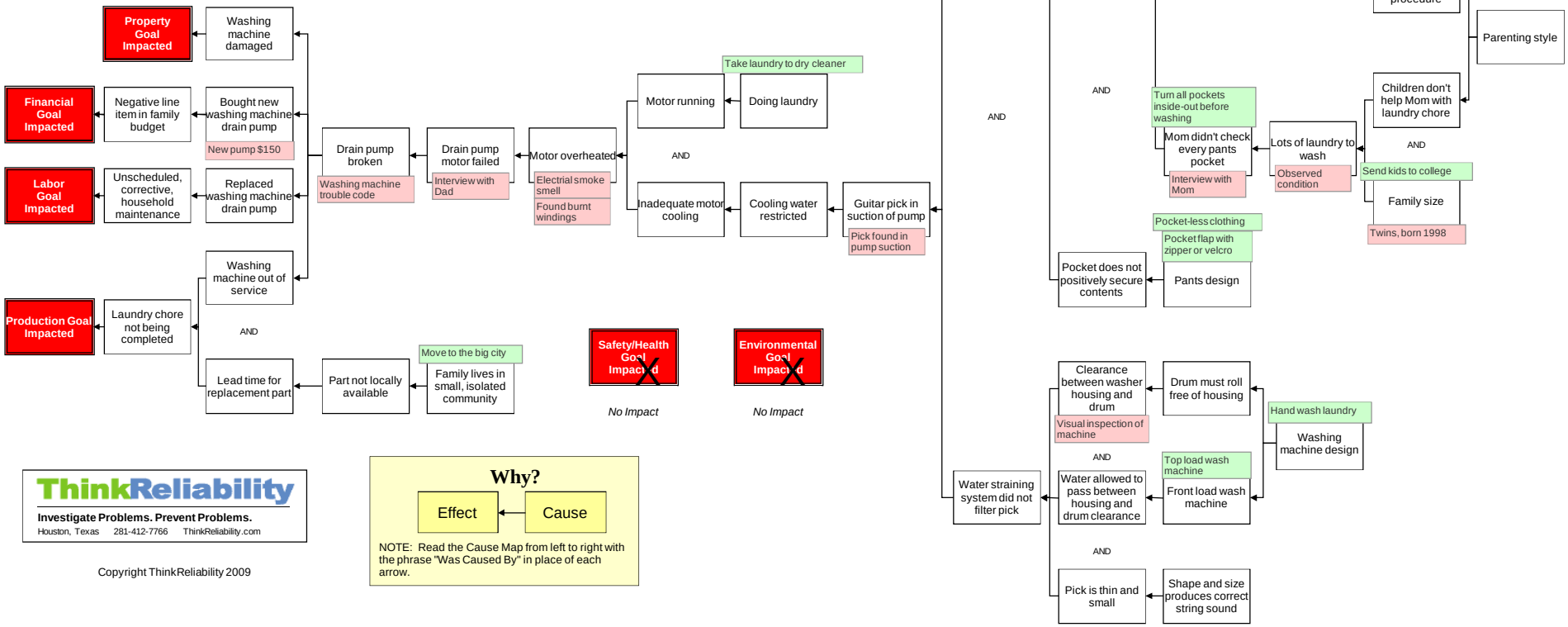
Step 1. Outline

What	Problem(s)	Washing Machine Drain Pump Failure
When	Date	May 15, 2010
	Time	Afternoon
	Different, unusual, unique	Large volume of laundry to be done
Where	State, city	Seminole, TX
	Facility, site	Home
	Unit, area, equipment	Housekeeping
	Task being performed	Laundry

Goals Impacted		
Property	Washing machine damaged	$0
Financial	Negative line item in budget	$150
Labor	Unscheduled, corrective maintenance	$0
Customer	Some clothing not available to be worn	$0
Production	Laundry chore not being completed	$0
Safety / Health	none	$0
Environmental	none	$0
	This incident	$150

Step 2. Cause Map

Detail Level



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Why?

Effect ← Cause

NOTE: Read the Cause Map from left to right with the phrase "Was Caused By" in place of each arrow.