

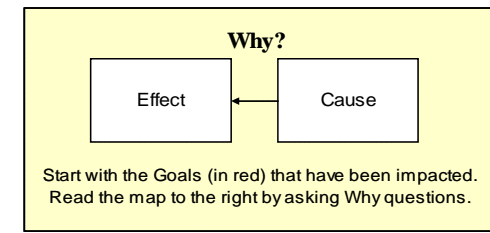


Step 1. Cause Map

What	Problem(s)	Missed flight & family disruption
When	Date	November 17, 2009
	Time	7.55pm
Where	Different, unusual, unique	Checking Bags onto flight
	State, city	IL, Chicago
	Facility, site	Midway Airport
	Unit, area, equipment	
	Task being performed	leaving car for terminal

Impact to the Goals

Safety	none.	
Environmental	none.	
Compliance Issue	none.	
Production-Schedule	Family Scheduling Impact - alternate plan for getting kids to school November 18. Paid Teenage for early AM	\$30
Property, Equip, Mtls	Additional Cost of hotel room	\$150
Labor, Time	Additional 12 hours away from home	priceless
		This incident \$180

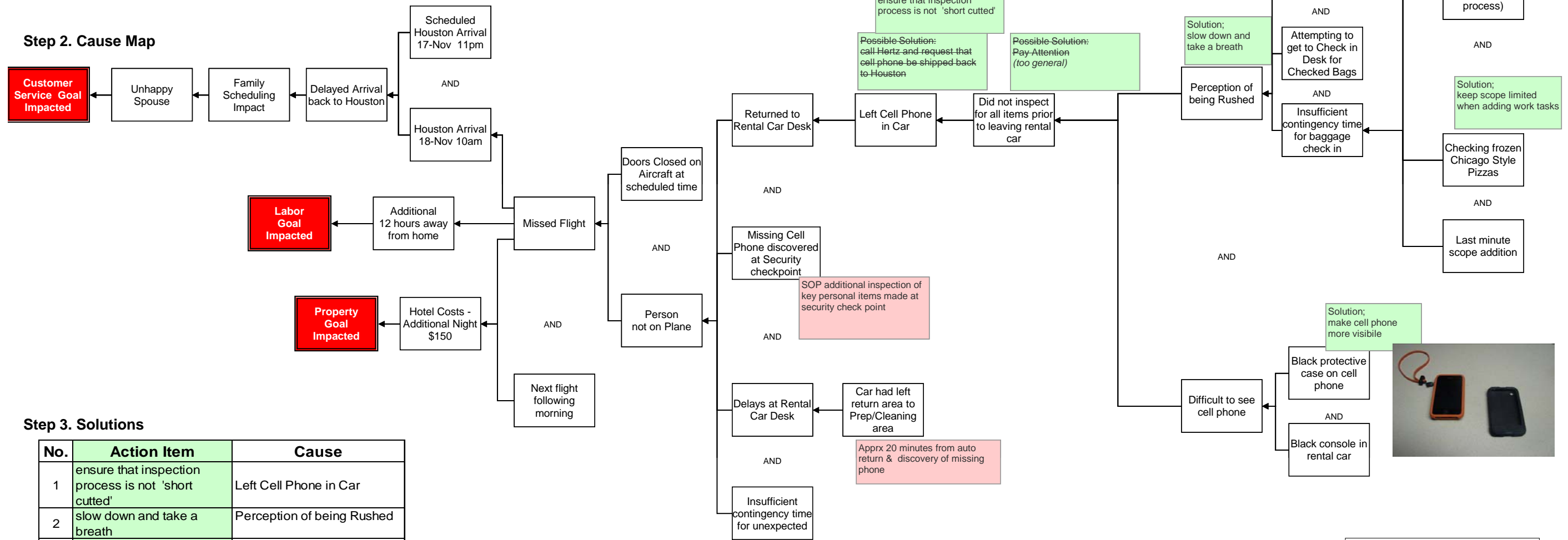


Solution:

Evidence:

Possible-Solution:
have Chicago Midway airport authority to improve signs for rental-car return (Limited Circle of Influence solution. Best solutions are often those within site or group authority)

Step 2. Cause Map



Step 3. Solutions

No.	Action Item	Cause
1	ensure that inspection process is not 'short cutted'	Left Cell Phone in Car
2	slow down and take a breath	Perception of being Rushed
3	keep scope limited when adding work tasks	Gate checking frozen Chicago Style Pizzas
4	make cell phone more visible	Black protective case on cell phone

ThinkReliability

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