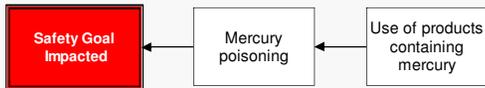


# 1 Problem

<b>What</b>	Problem(s)	Mercury in cosmetics
<b>When</b>	Date	FDA warning released March 6, 2012
	Different, unusual, unique	Manufactured abroad & sold illegally
<b>Where</b>	State, city	Texas, California, Virginia, Maryland, New York, Minnesota have known issues
	Products	Soaps, skin creams, lotions
	Task being performed	Skin lightening, anti-aging, acne treatment
<b>Impact to the Goals</b>	<b>Safety</b>	Risk of illness, death
	<b>Environmental</b>	Accumulation of mercury in body
	<b>Customer Service</b>	
	<b>Production-Schedule</b>	FDA unable to track products
	<b>Property, Equip, Mtls</b>	?
	<b>Labor, Time</b>	?

# 2 Analysis

**Basic Level Cause Map** - Start with simple Why questions.



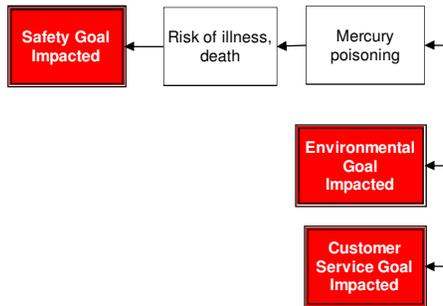
## Basic Cause-and-Effect

The use of products containing mercury can result in illness or even death due to mercury poisoning. Mercury accumulates in the body, increasing the risk with each application. Additionally, family members can also be exposed, even if they aren't using the product.

## More Detailed Cause-and-Effect

The Food and Drug Administration (FDA) does not allow mercury in cosmetics, whether manufactured in or imported into the US. These mercury containing products are generally manufactured outside the US and are brought in by non-regulated channels, such as personal mail or luggage. The FDA is constantly adding products found to contain mercury to the seizure list. If found, the products are taken and the importers or sellers can face legal action.

Mercury is added to cosmetic products in an attempt to aid in skin lightening, anti-aging or blemish control. However, it seems unlikely that any effectiveness the product may have is worth the possible side effects of mercury poisoning, which include damage to the kidneys and nervous system, tremors, depression, memory problems, and even death. It can also interfere with the development of the brain in the unborn and very young. Because mercury is sometimes listed under different names on the ingredient list (or imported products contain no ingredient list or the ingredient list is in a different language), it's likely that users of these



# 3 Solutions

The FDA recommends that you check the labels of any products advertised as face-lightening, anti-aging or blemish treatments. If the label contains mercury, mercurous chloride, calomel, mercuric or mercurio, stop use immediately. Additionally, if there is no ingredient label or the label is not in English, stop use immediately. Store in a sealed bag and contact Poison Control or your healthcare provider.

# MERCURY IN COSMETICS

## Cause Map

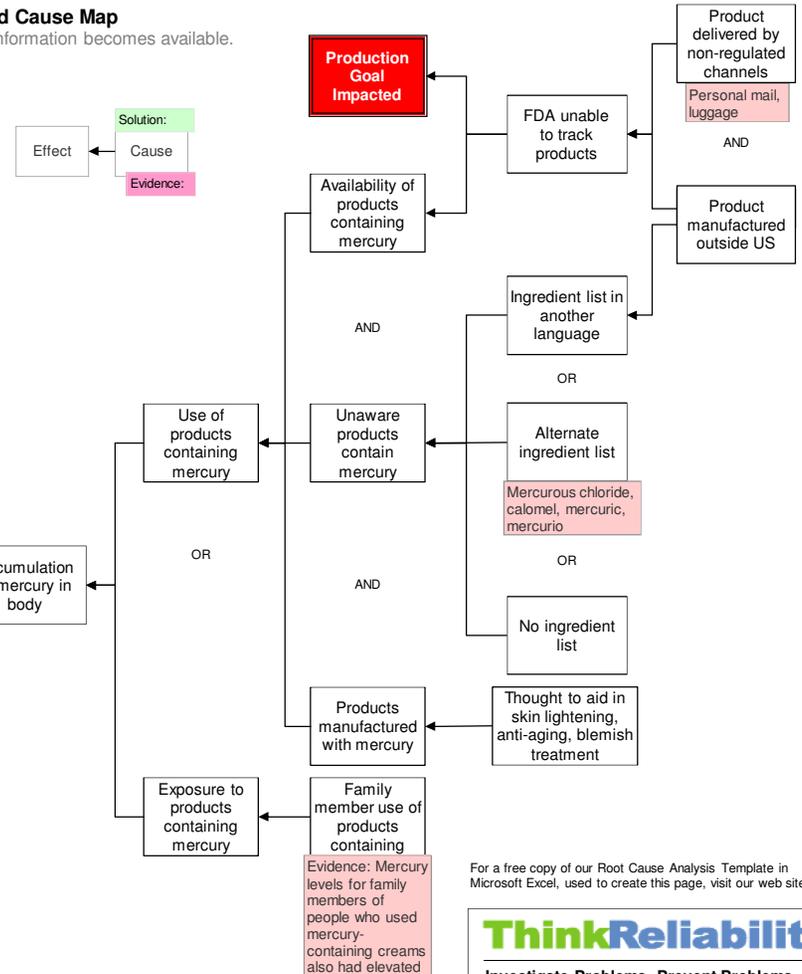
### You might be getting more than you bargained for . . .

The toxic metal mercury has been found in cosmetics in at least 7 states in the US. Some products contain hundreds or thousands of times the allowable level. Even small amounts of mercury are a concern as it accumulates in the body.

**"If you have a product that matches these descriptions, stop using it immediately."** - Gary Coody, National Health Fraud Coordinator, FDA Office of Regulatory Affairs

## More Detailed Cause Map

Add detail as information becomes available.



Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

## CAUSE MAPPING

Problem Solving • Incident Investigation • Root Cause Analysis

- Step 1 Problem** - What's the Problem?
- Step 2 Analysis** - Why did it happen?
- Step 3 Solutions** - What will be done?

For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.

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