

# 1 Problem

What	Problem(s)	Can't find missing airline MH370
When	Date	3/8/2014 (flight took off, last communication) - search continues as of 4/25/2014
	Time	00:41 flight took off
	Different, unusual, unique	?
Where	Facility, site	Malaysia Airlines
	Unit, area, equipment	MH370 - Boeing 777-2H6ER
	Task being performed	Flight from Kuala Lumpur to Beijing
Impact to the Goals		
	Customer Service	Missing 239 passengers and crew

# Missing Malaysia Airline MH370

On March 8, 2014 Malaysia Airline flight MH370 took off from Kuala Lumpur heading for Beijing, China. The aircraft had 239 passengers and crew aboard. Less than 1 hour into the flight, communication and radar contact was lost with the aircraft. Forty-nine days later, the location and fate of the aircraft is still unknown despite a massive international effort to locate the missing airliner. The search effort has dominated the news for the last month and the question is still out there: how, with today's technology, can an entire aircraft go missing?

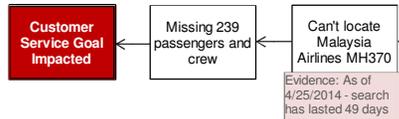
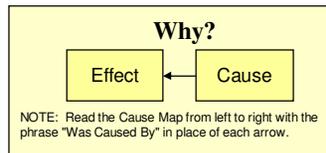
Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

## 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?

# 2 Analysis



# 3 Solutions

(identified in green boxes)



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