

# Unaccompanied Minor Flown to The Wrong City

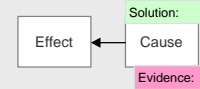
## Cause Mapping - Root Cause Analysis - Case Study

On June 13th, a U.S. airline accidentally placed an unaccompanied minor on the wrong flight. The child was suppose to fly from Houston to Charlotte. Instead, she ended up in Fayetteville. One day later, a second occurrence with the same airline, this time out of Boston. Instead of going to Cleveland, this girl ended up in Newark, NJ. This root cause analysis focuses on the failures that occurred within the work processes and emphasizes the use of process maps to help identify where the breakdowns occurred and how to identify specific solutions to prevent recurrence.

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

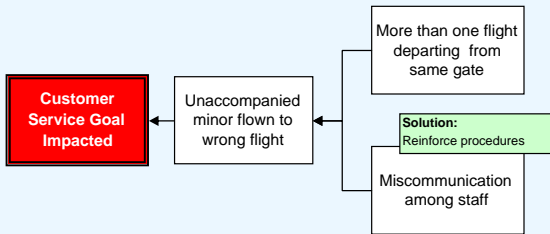
### CAUSE MAPPING

Problem Solving • Incident Investigation • Root Cause Analysis



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### Cause Map - Basic cause-and-effect analysis based on airline response.



#### June 14th incident:

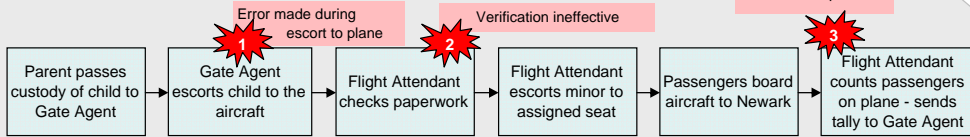
The airline indicated that the reason for the mix-up was that two flights were departing simultaneously from a single doorway and miscommunication among staff resulted in the child being placed on the wrong plane. The solution they provided was "Reinforce our procedures with our employees." As you can see in the basic cause map, this is simple generic solution from a simple analysis.



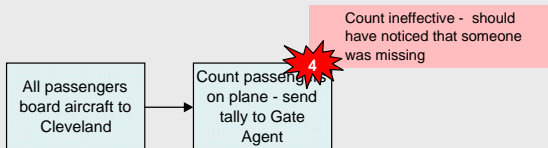
"We fly thousands of unaccompanied minors every year and the procedures work when followed"  
- Airline spokesperson

To significantly reduce the risk of reoccurrence, the investigation must drive to the specific breakdowns within the processes. Here we'll start with a Process Map to visually capture the breakdowns that occurred.

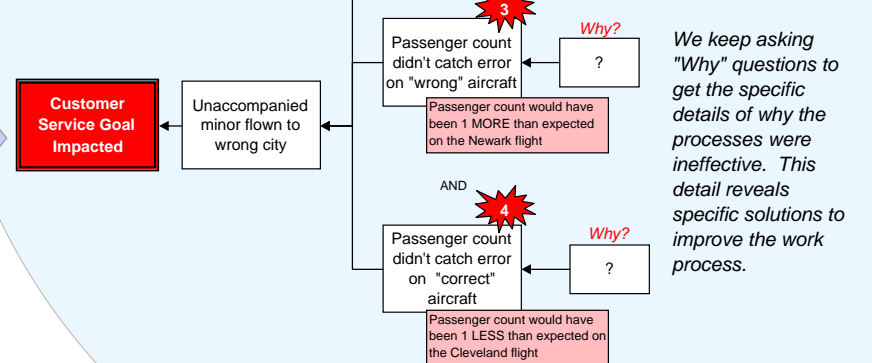
### Process Map - Unaccompanied Minor



### Process Map - Count and Verification Process



### Cause Map - More Detailed



We keep asking "Why?" questions to get the specific details of why the processes were ineffective. This detail reveals specific solutions to improve the work process.

There are at least four breakdowns within the work processes. The next question is "Why?" did these breakdowns occur.

To answer these questions, we capture detail on the Cause Map to show specifically how the problem occurred. The reveal what specifically can be done to prevent future occurrences.