Washing Machine Failure
Guest Blog by Bill Graham

Step 1. Outline
What
- Problem(s): Washing Machine Drain Pump Failure
- Date: May 15, 2010
- Time:
- 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: Doing laundry

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

Step 2. Cause Map

Why?
- Effect: Washing machine drain pump failure
- Cause:

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

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