

10 DIE IN FERRY FIRE

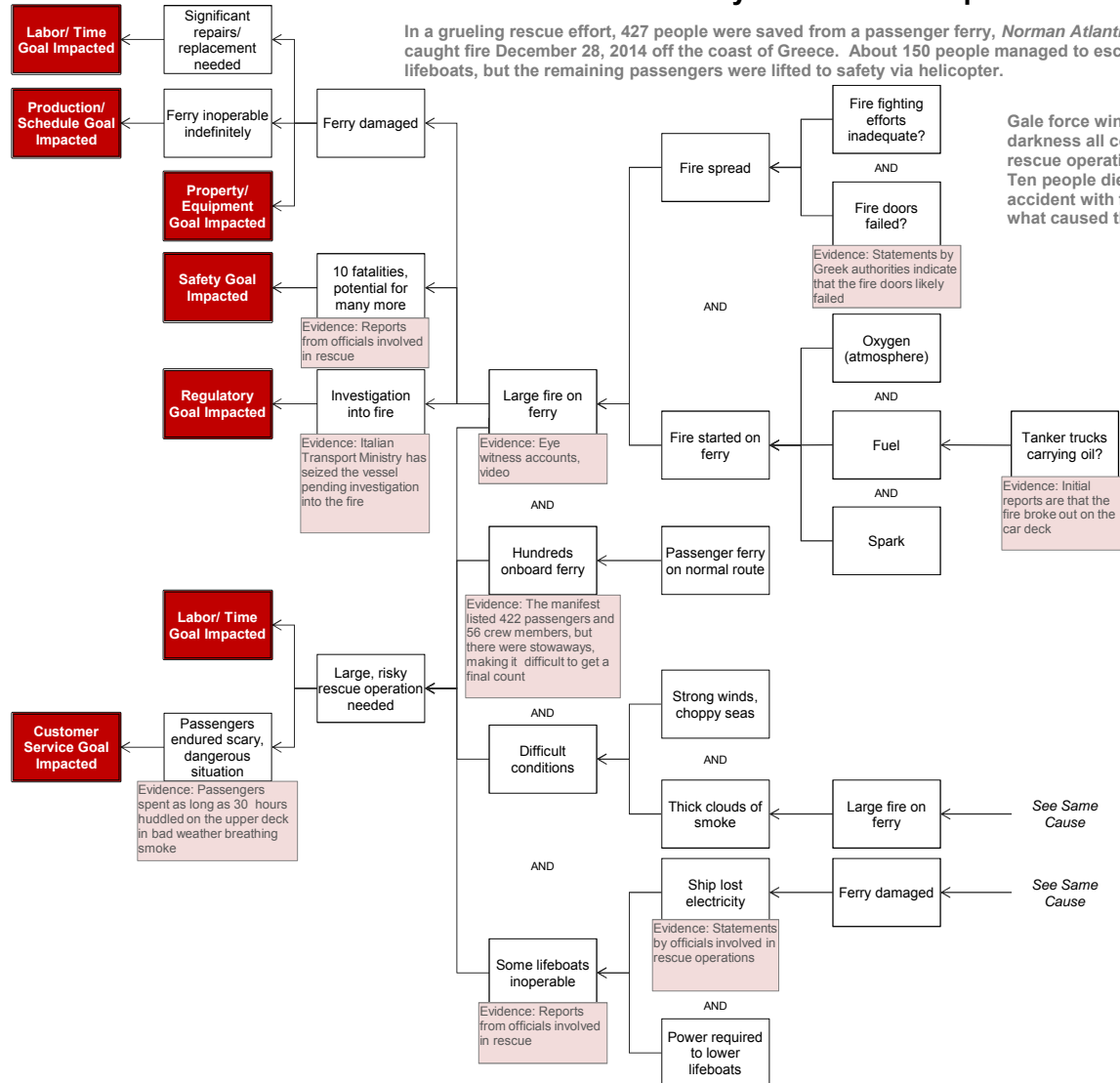
Cause Map

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

2 Analysis

Hundreds Saved by Arduous Helicopter Rescue

In a grueling rescue effort, 427 people were saved from a passenger ferry, *Norman Atlantic*, which caught fire December 28, 2014 off the coast of Greece. About 150 people managed to escape the fire in lifeboats, but the remaining passengers were lifted to safety via helicopter.



Gale force winds, heavy rain and darkness all combined to make a difficult rescue operation even more daunting. Ten people died as a result of the accident with few details known about what caused the fatalities.

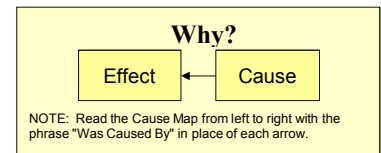
The "massive and unprecedented operation saved the lives of hundreds of passengers following the fire on the ship in the Adriatic Sea under the most difficult circumstances."

- Antonis Samaras, Greek Prime Minister

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?



1 Problem

What	Problem(s)	Hundreds trapped on ferry on fire
When	Date	December 28, 2014
	Time	Fire started early morning
	Different, unusual, unique	?
Where	Facility, site	The Strait of Otranto
	Unit, area, equipment	Passenger ferry Norman Atlantic
	Task being performed	Transporting passengers and vehicles from Patras to Ancona
Impact to the Goals		
Safety		10 fatalities
		Potential for many more fatalities
Customer Service		Passengers endured scary, dangerous situation
Regulatory		Investigation into fire
Production/ Schedule		Ferry inoperable indefinitely
Property/ Equipment		Ferry damaged
Labor/ Time		Large, risky rescue operation needed
		Significant repairs/replacement needed

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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