

1 Problem

What	Problem(s)	-5.5 million cases of norovirus spread via food each year
When	Date	Ongoing
	Different, unusual, unique	Employee didn't wash hands?
Where	Facility, site	Restaurants, catering
	Task being performed	Preparing and serving food

Impact to the Goals

Safety	Millions of cases of norovirus spread via food
Environmental	N/A
Customer Service	Potential for restaurant/catering costumers to get ill
Regulatory	N/A
Production/ Schedule	N/A
Property/ Equipment	N/A
Labor/ Time	N/A

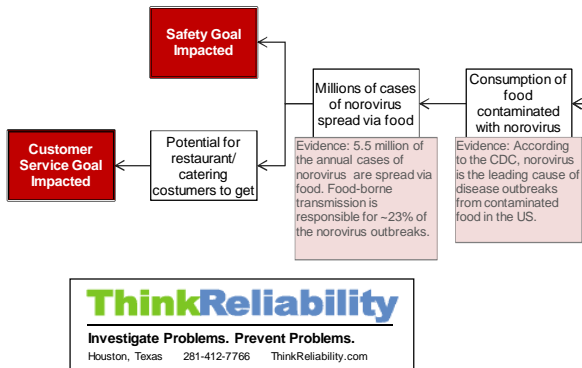
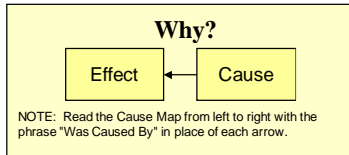
5.5 Million Cases of Norovirus are Spread Via Food Each Year

Norovirus outbreaks on cruise ships may make exciting headlines, but the reality is that only one percent of norovirus outbreaks occur on the high seas. About 20 million people in the US are sickened by noroviruses in the US each year and one of the most common transmission paths is via food. Food-borne norovirus is estimated to be responsible for 5.5 million cases of norovirus annually in the US.

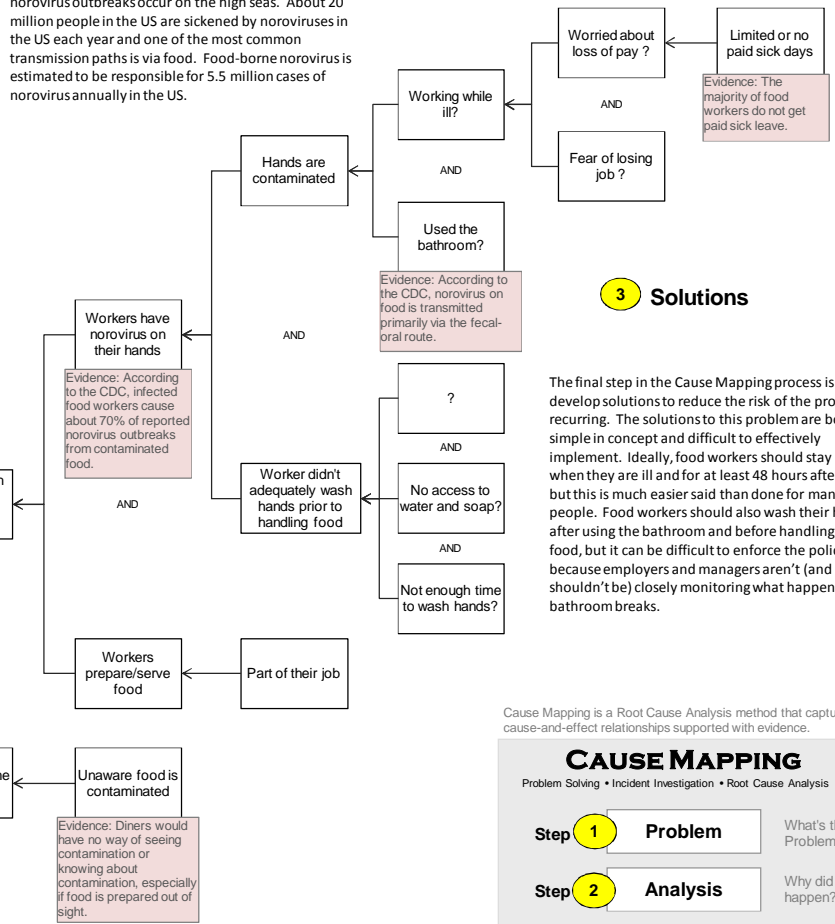
3 Solutions

The final step in the Cause Mapping process is to develop solutions to reduce the risk of the problem recurring. The solutions to this problem are both simple in concept and difficult to effectively implement. Ideally, food workers should stay home when they are ill and for at least 48 hours afterwards, but this is much easier said than done for many people. Food workers should also wash their hands after using the bathroom and before handling any food, but it can be difficult to enforce the policy because employers and managers aren't (and shouldn't be) closely monitoring what happens during bathroom breaks.

2 Analysis



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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?