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THE LONDON RIOTS

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

Cause Map

Rioting is defined as a violent, public disorder caused by a group of persons. It is a unique phenomenon in that it is difficult to pinpoint exactly what is going to trigger and sustain a riot. Social scientists know that there is a tipping point at which participants no longer fear punishment (such as jail) as the number of gatherers increases. However there are many common contributing factors. A Cause Map can help sort out what led to this month's rioting over in the United Kingdom.

"[This rioting is] not about politics or protest, it is about theft." - David Cameron, British Prime

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?

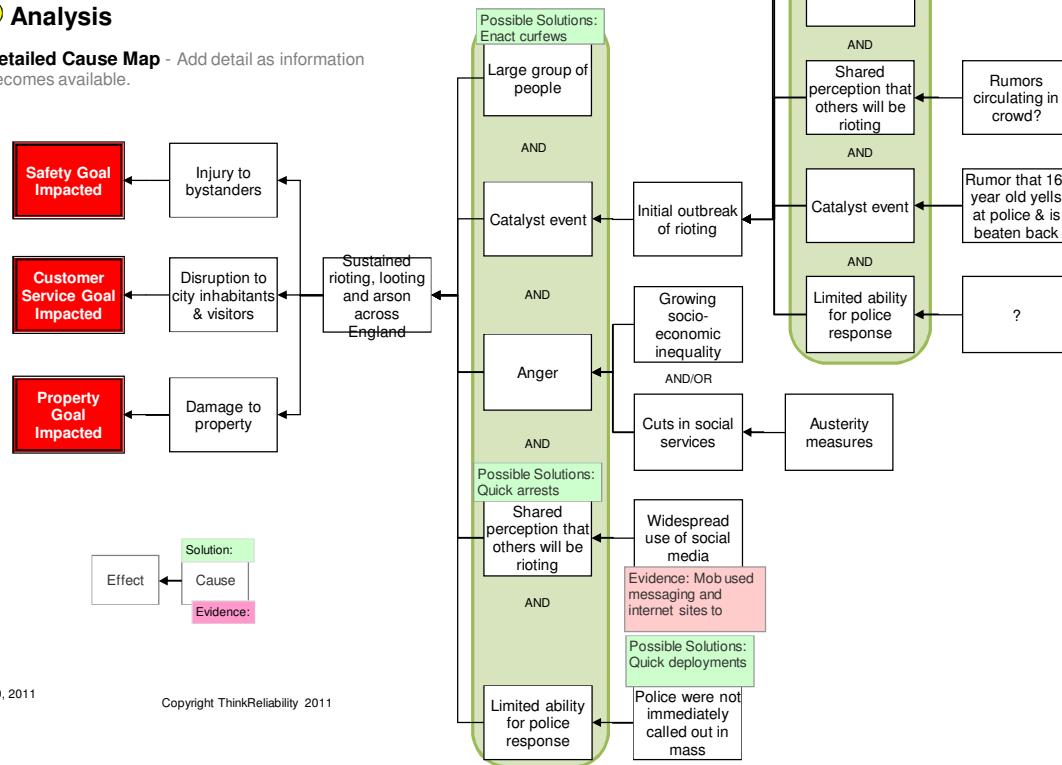
1 Problem

Step 1. Define the Problem

What	Problem(s)	Sustained mob violence and looting in London; 5 deaths & 16+ injuries
When	Date	August 6-10, 2011
	Different, unusual, unique	General economic climate; Proliferation of social networking
Where	State, city	London, England
Impact to the Goals	Safety	Injury to bystanders
	Cust. Service	Disruption to city inhabitants & visitors
	Property	Damage to property
		This incident
		£200M
Frequency		Dozens per year of varying degree
	Annualized Cost	Unknown

2 Analysis

Detailed Cause Map - Add detail as information becomes available.



More Detailed Cause-and-Effect

According to social scientists, rioting generally occurs when there are certain elements present. Normally there have to be a lot of people. There also needs to be a low level of perceived risk that they will be punished for unacceptable behavior. This perception generally increases as there are fewer law enforcement officers and also as there are more people. Those people generally are upset about something. There also needs to be a feeling that others are likely to join in. But even with all these elements, a riot will not start. The final element is a "catalyst". This is typically a person who has calculated that the risk of being targeted by law enforcement is sufficiently low, and acts out – such as throwing a rock through a window.

Examining the Cause Map reveals that these elements were present in the initial riot as well as in the general rioting that broke out across the country. It becomes evident that the rioting was cyclical – the initial riot led to more widespread rioting. And the same elements that were present in the initial riot were present in the widespread rioting as well.

After completing the Cause Map analysis, the next step is to determine how to prevent this from happening again. Everyone seems to have an opinion on what went wrong, and more importantly what needs to be done differently to prevent such costly and dangerous behavior. Resorting back to the Cause Map, we can look for opportunities to prevent future riots. Some of the elements that contribute to a riot can be controlled more easily than others. For instance it is easier to limit mass gatherings than control the emotions of a crowd. Hence, greater police presence and an ability to clear the street – through curfew or quick arrests - are usually the best solutions for limiting riots. A table of proposed solutions completes the

3 Solutions

No.	Action Item	Cause
1	Enact curfews	Large group of people
2	Quick deployments of police	Police were not immediately called out in mass
3	Quick arrests	Shared perception that others will be rioting