

Shattering Glass Cookware

USA
1980s to Present

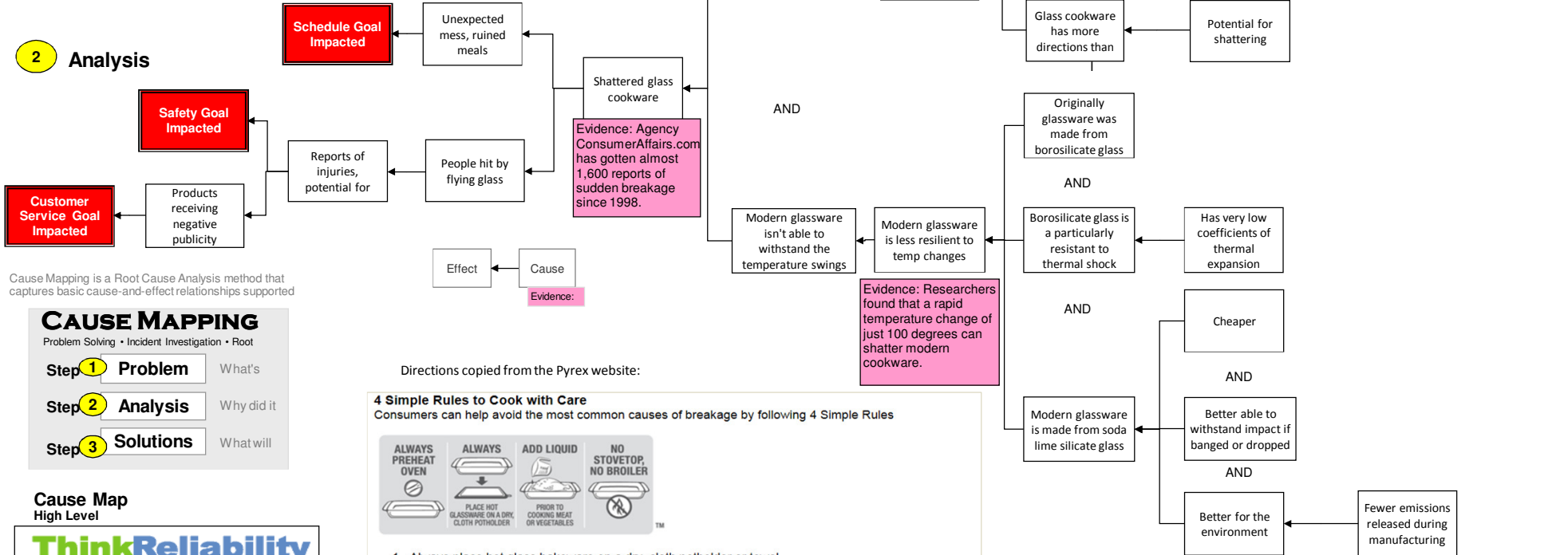
If you would like to report an incident of shattering cookware, please contact the Consumer Product Safety Commission at 800-638-2772 or info@cpsc.gov.

1 Problem

What	Problem(s)	Shattering glass cookware
When	Date	1980s to Present
	Differences	Change in material
Where	Physical Location	USA
Impact to the Goals		
Safety	Reports of injuries, potential for serious injuries	
Schedule	Unexpected mess, ruined meals	
Customer Service	Products receiving negative publicity	

This incident ??

2 Analysis



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

CAUSE MAPPING

Problem Solving • Incident Investigation • Root

- Step 1 **Problem** What's
- Step 2 **Analysis** Why did it
- Step 3 **Solutions** What will

Cause Map
High Level



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Directions copied from the Pyrex website:

4 Simple Rules to Cook with Care
Consumers can help avoid the most common causes of breakage by following 4 Simple Rules



1. Always place hot glass bakeware on a dry, cloth potholder or towel.
• Never place hot glass bakeware on top of the stove, on a metal trivet, on a damp towel, directly on a counter or in a sink.
2. Never put glass bakeware directly on a burner or under a broiler.
3. Always allow the oven to fully preheat before placing glass bakeware in the oven.
4. Always cover the bottom of the glass bakeware dish with liquid before cooking meat or vegetables.