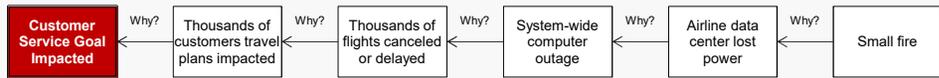


1 Problem

What	Problem(s)	Large number of flight delays and cancellations
When	Date	Starting August 8, 2016
Where	Different, unusual, unique	Fire at data center
	Facility, site	Delta, flights worldwide
	Task being performed	Travel on commercial planes
Impact to the Goals	Customer Service	Thousands of customer travel plans impacted
		Customers unable to get accurate flight info
	Economic	Significant financial impact to company
	Production/Schedule	Thousands of flights canceled or delayed
	Labor/ Time	Investigation, response to issue required
	Frequency	At least the third computer malfunction that has resulted in flight cancellations this year

2 Analysis

Basic Level Cause Map - An investigation can start by simply asking 5 why questions. Continue asking why questions to dig deeper and add more detail to the Cause Map.



More Detailed Cause Map - Add detail as information becomes available.

