

1 Problem

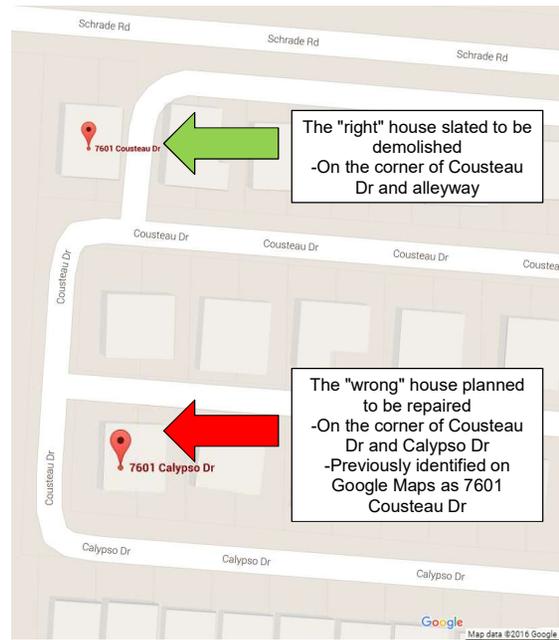
What When	Problem(s)	Wrong house demolished, Google Maps error
	Date	March 22, 2016
	Time	?
	Different, unusual, unique	Error on Google Maps; street not confirmed; same address on both streets; both houses damaged by tornado
Where	Facility, site	Rowlett, Texas
	Unit, area, equipment	Duplexes on Cousteau & Calypso Drive
	Task being performed	Demolishing damaged home

Impact to the Goals

Safety	Potential for injuries
Environmental	Demolition of house planned to be repaired
Customer Service	?
Regulatory	?
Production/ Schedule	Demolition of wrong house
Property/ Equipment	Demolition of house planned to be repaired
Labor/ Time	Demolition of wrong house

3 Solutions

While it's too late for 7601 Calypso Drive, Google Maps has fixed the error. Likely in the future this demolition company will use another identifier (or will mark the house while talking to the homeowners prior to the demolition) to ensure that the wrong house is not destroyed.



The "right" house slated to be demolished
-On the corner of Cousteau Dr and alleyway

The "wrong" house planned to be repaired
-On the corner of Cousteau Dr and Calypso Dr
-Previously identified on Google Maps as 7601 Cousteau Dr

WRONG HOUSE DEMOLISHED

Cause Map

Google Maps Error Blamed, But Numbering Scheme Didn't Help

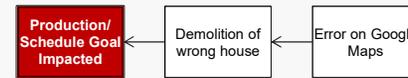
Imagine coming "home" and finding an empty lot. That's what happened in Rowlett, Texas on March 22, 2016. A tornado had previously damaged many of the homes in the area; some were slated for repairs, and some for demolition. The demolition company had plans to level the duplex at 7601 Cousteau Drive, but instead demolished the duplex at 7601 Calypso Drive.

"Google Maps did indeed show incorrect information for the houses in question. Both addresses were shown as being in the same location (7601 Calypso Dr) on Google Maps... the issue was fixed as soon as it was brought to our attention."

- Google spokeswoman

2 Analysis

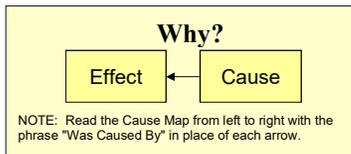
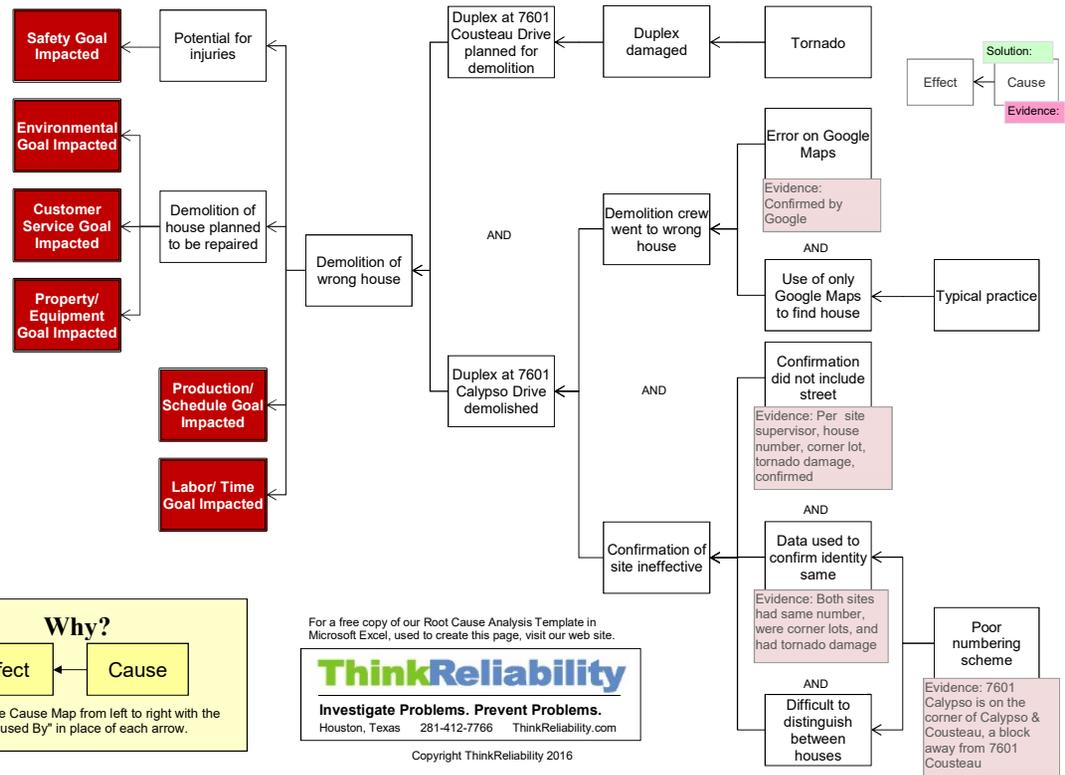
Basic Level Cause Map - Start with simple Why questions.



Basic Cause-and-Effect

In this case, the crew went to the wrong house because of an error on Google Maps, which was used to find the house. Per a Google spokeswoman, 7601 Cousteau was shown at the location of 7601 Calypso. This error has been identified as "the cause" of the incident. However, there were other opportunities to catch the error. Opportunities that were missed are also causes in the cause-and-effect relationship.

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



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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