PUT DOWN THE COOKIE DOUGH

Cause Map

It's not just the eggs that will make you sick.

"There's no treatment to effectively make sure there's no bacteria in the flour."

- Martin Wiedmann, food safety professor at Cornell University

1 Problem

What	Problem(s)	Sickness from eating raw cookie dough, flour recall
When	Time	After a long day
	Different, unusual, unique	Uncooked dough contains eggs . . and flour
Where	Facility, site	Your kitchen
	Contaminant	Shiga toxin-*Escherichia coli* producing O121
	Task being performed	Making cookies (or, let's be honest, just the dough)

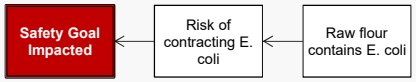
Impact to the Goals

Safety	Risk of contracting salmonella
	Risk of contracting E. coli
Environmental	Flour contaminated with E. coli
Property	45 million pounds of flour recalled

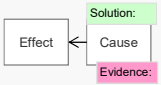
Frequency: 46 cases since December 21, 2015

2 Analysis

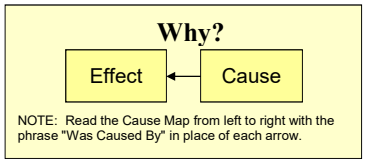
Basic Level Cause Map - Start with simple Why questions.

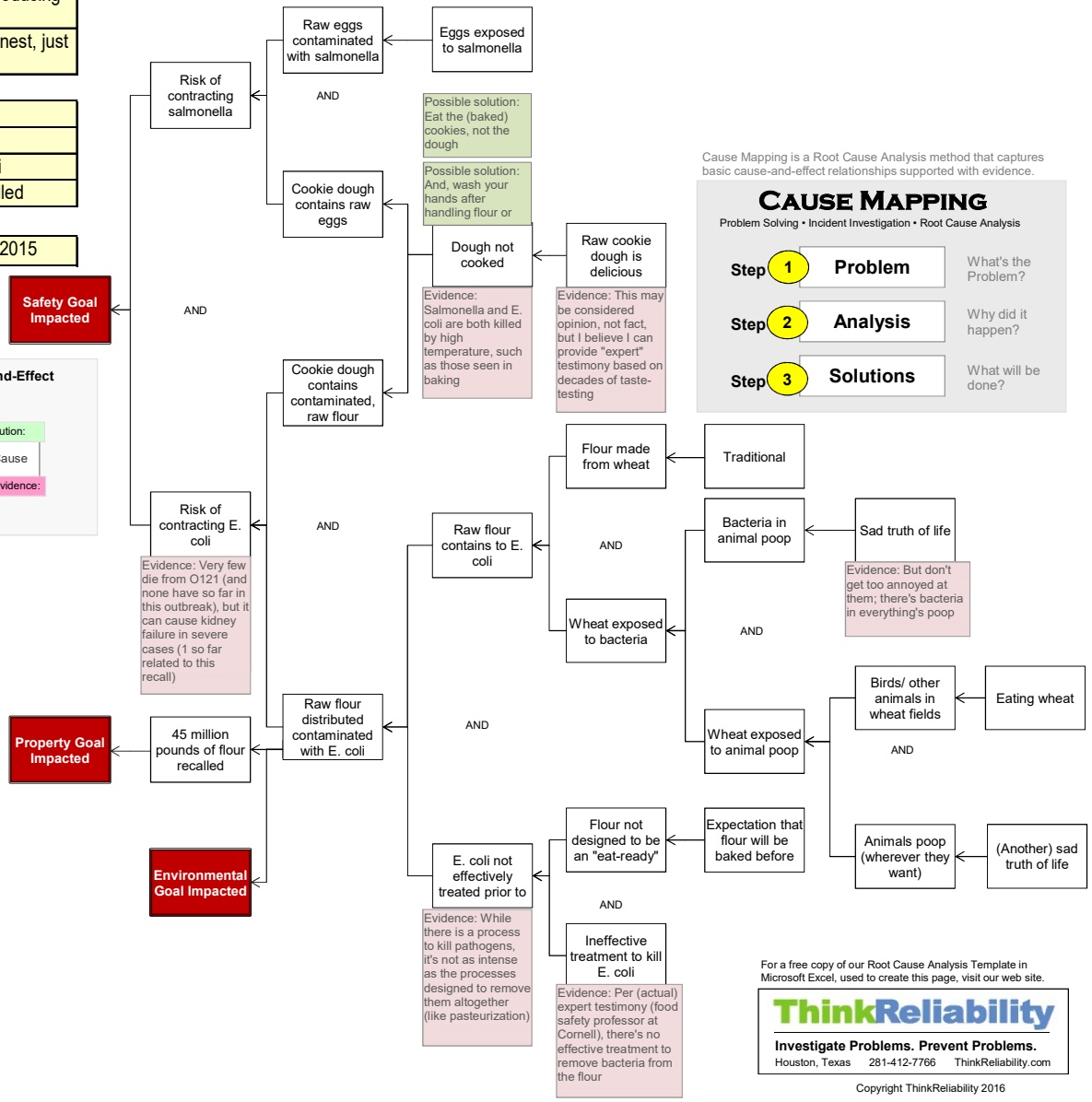


Basic Cause-and-Effect



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





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?

3 Solutions

Unfortunately health professionals have been clear that they're not getting far on keeping birds from pooping in fields, nor is there some sort of miracle treatment that will ensure raw flour is safe from disease. (Scientists underscore that flour isn't less safe, it's just that we are becoming more aware of the risks. Says Wiedmann, "Our food is getting safer, but also our ability to detect problems is getting better.") The only way to reduce your risk of getting sick from raw cookie dough is . . . not to eat it at all. Also, wash your hands whenever you handle flour.

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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