

1 Problem

What	Problem(s)	Improperly packaged chemicals, workers exposed to chemicals
When	Date	October 15, 2015
	Different, unusual, unique	?
Where	Facility, site	Transit from Louisville, KY, to Boulder, CO
	Unit, area, equipment	Airplane
	Task being performed	Transporting drain cleaner
Impact to the Goals		
	Safety	9 workers exposed to chemical, burning sensation
	Customer Service	Package damaged prior to delivery
	Regulatory	FAA investigation, proposed fine
	Labor/ Time	Investigation, response to incident
	Frequency	At least 24 hazardous materials violations between February 2013 - September 2015

FAA PROPOSES AMAZON FINE

Cause Map

Amazing! LIQUID FIRE drain cleaner leaks from package

The Federal Aviation Administration (FAA) recently proposed fining Amazon \$350,000 for shipping a product that allegedly violated hazardous materials regulations. The package in question was shipped by Amazon from Louisville, Kentucky to Boulder, Colorado and contained a one-gallon container of corrosive drain cleaner with the colorful name Amazing! LIQUID FIRE. During transit, the package leaked and 9 UPS workers were exposed to the drain cleaner and reported a burning sensation. The workers were treated with a chemical wash and experienced no further issues, but this incident highlights issues with improper shipment of hazardous materials.

"We ship tens of millions of products every day and have developed sophisticated technologies to detect potential shipping hazards and use any defects as an opportunity for continuous improvement. We will continue to partner with the FAA in this area."

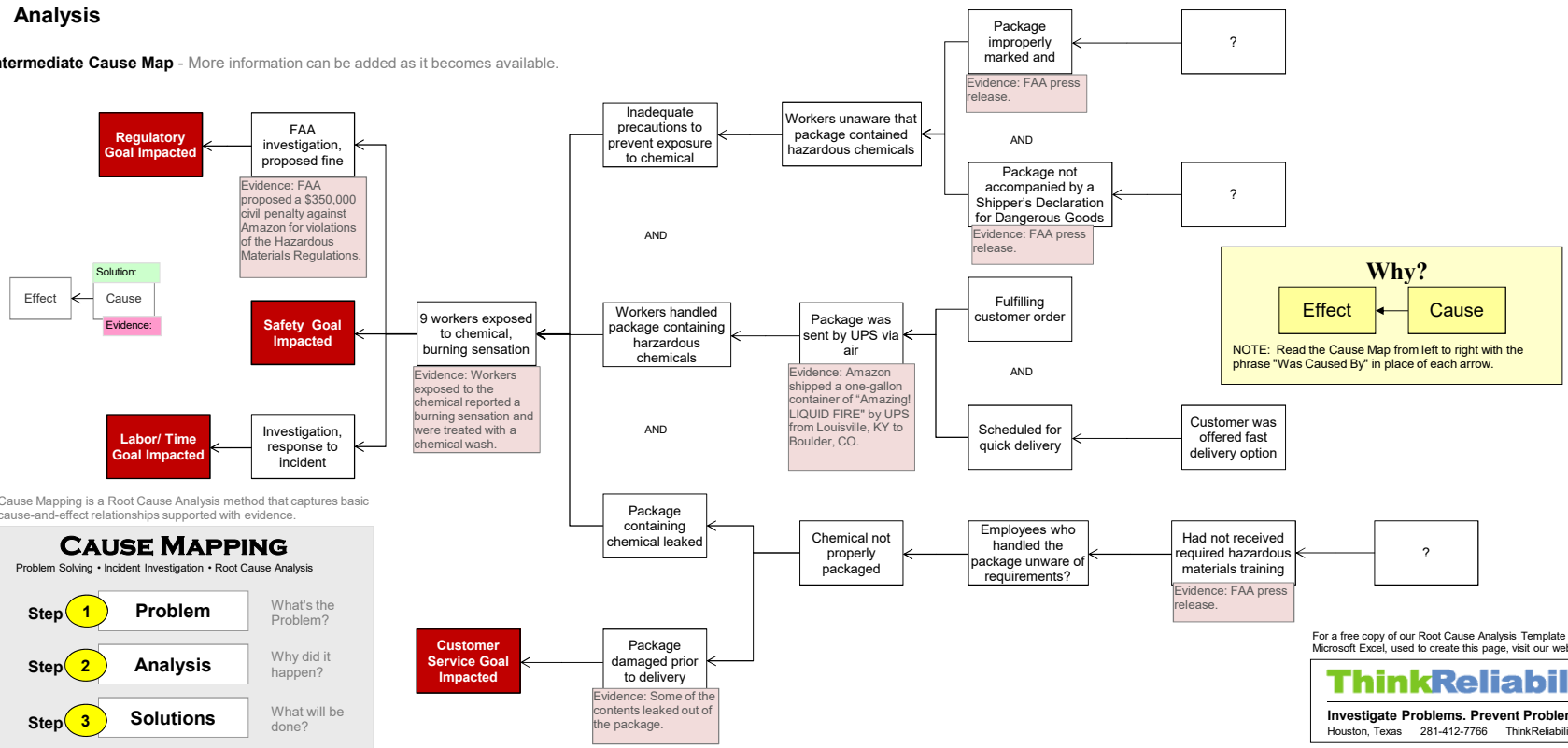
- Amazon statement about the incident.

"We expect our customers to follow hazmat regulations, and when incidents or discrepancies occur, we report those situations."

- UPS spokesman Mike Mangeot

2 Analysis

Intermediate Cause Map - More information can be added as it 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?

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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