

FAILURE OF SLEIGH

Cause Map

1 Problem

| | | |
|-------|----------------------|---|
| What | Problem(s) | Santa's sleigh crashed, children might not get Christmas presents |
| When | Date | Christmas Eve |
| | Time | Evening |
| Where | Facility, site | Central Park, NYC |
| | Task being performed | Delivering Christmas presents |

Impact to the Goals

| | |
|----------------------|-------------------------------------|
| Safety | Potential for injury to Santa |
| Customer Service | Potential for no Christmas presents |
| Production/ Schedule | Delay in present delivery schedule |
| Property/ Equipment | Potential damage to Santa's sleigh |

Fear presents wouldn't be delivered after Santa's sleigh loses power

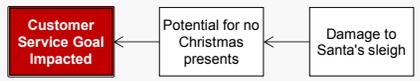
The movie Elf, starring Will Ferrell as Buddy the elf, tells the story of a Christmas that nearly disappointed children worldwide. On Christmas Eve night, as Santa made his magical trip to deliver his bag of Christmas gifts, his sleigh crashed in Central Park in New York City. Only quick thinking by Buddy and his friends got Santa airborne again and saved the holiday.

"The best way to spread Christmas cheer is singing loud for all to hear."

- Buddy the elf

2 Analysis

Basic Level Cause Map - Start with simple Why questions.



Basic Cause-and-Effect
Originally, Santa's sleigh was powered purely by Christmas cheer, but levels of Christmas cheer have been steadily declining in modern times and a secondary system, a Kringle 3000, 500 Reindeer-Power jet engine, had to be added in the 1960s to keep the sleigh flying. On the Christmas in question, the level of Christmas cheer hit an all-time low and the strain on the jet engine mount was too great and it broke off. Without the jet engine, Santa's sleigh crashed.

Have safe and happy holidays from ThinkReliability

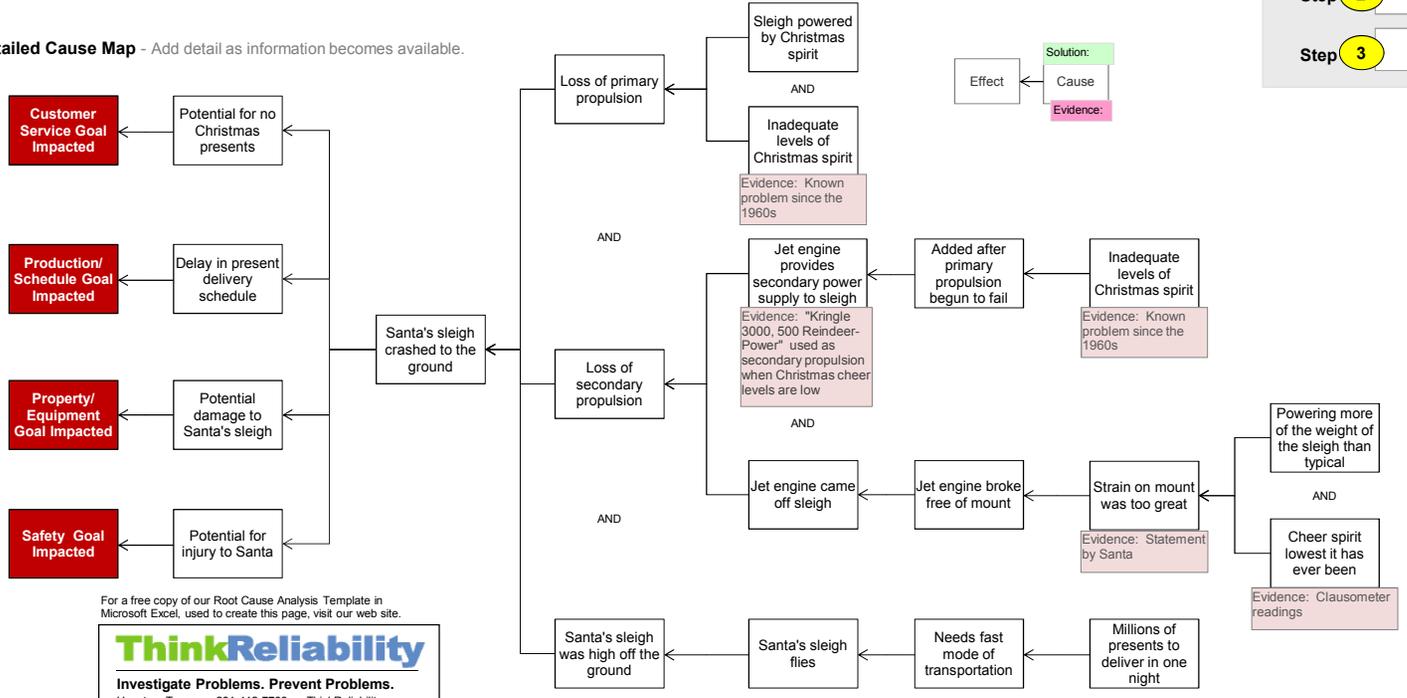
Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

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? |

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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