

1 Problem

What
When

Problem(s)	Train collision, 11 killed, dozens injured
Date	Feb. 9, 2016
Time	~7 AM
Different, unusual, unique	Both trains were traveling on the same track in opposite directions
Where	Upper Bavaria, Germany
Unit, area, equipment	Two commuter trains
Task being performed	Commuting

Where

Impact to the Goals

Safety	11 killed, >80 injured
Customer Service	Increased concern about safety of rail system
Regulatory	Dispatcher under investigation for involuntary manslaughter
Production/ Schedule	Significant impact to train schedule
Property/ Equipment	Significant damage to 2 trains
Labor/ Time	Emergency response/ major investigation

TRAIN CRASH KILLS 11

Cause Map

2 Commuter Trains Collide Head-on

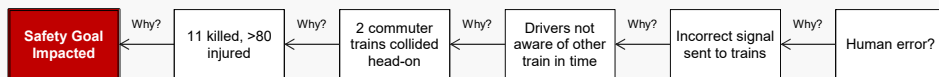
On February 9, 2016, two commuter trains collided head-on in Upper Bavaria, Germany. Eleven people were killed and dozens were injured. Investigators are still working to determine exactly what caused the accident and the train dispatcher is currently under investigation for involuntary manslaughter.

"If he [the dispatcher] had complied with the rules... there would have been no collision."

- Chief Prosecutor Wolfgang Giese

2 Analysis

Basic Level Cause Map - Start with simple Why questions. 5 whys is a common approach to begin the investigation.



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

