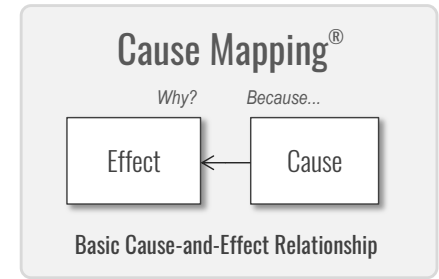


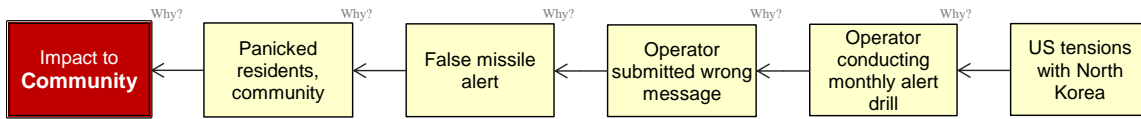
Hawaii False Alarm - Missile Alert

Question: Was this issue human error, system design or the work process?

Answer: Yes... All of them.



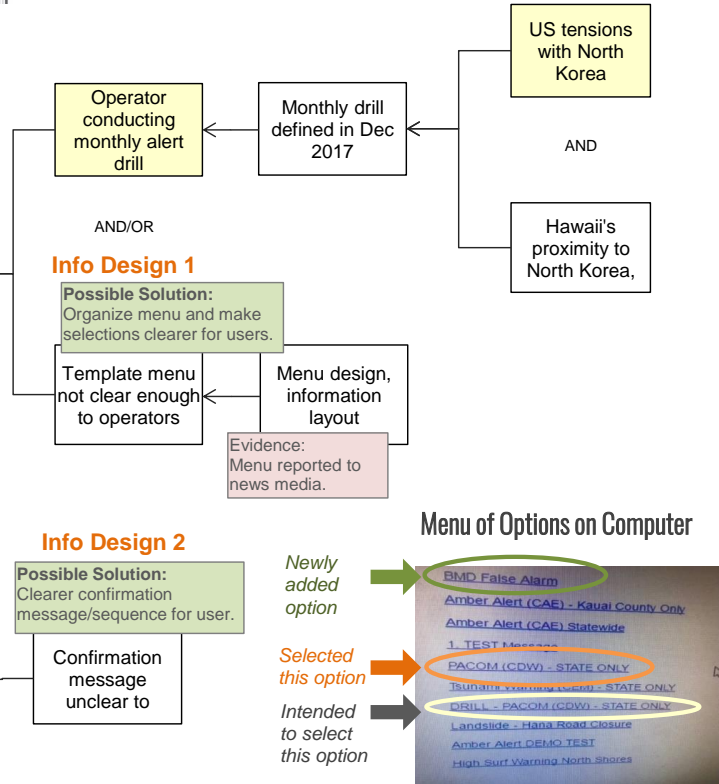
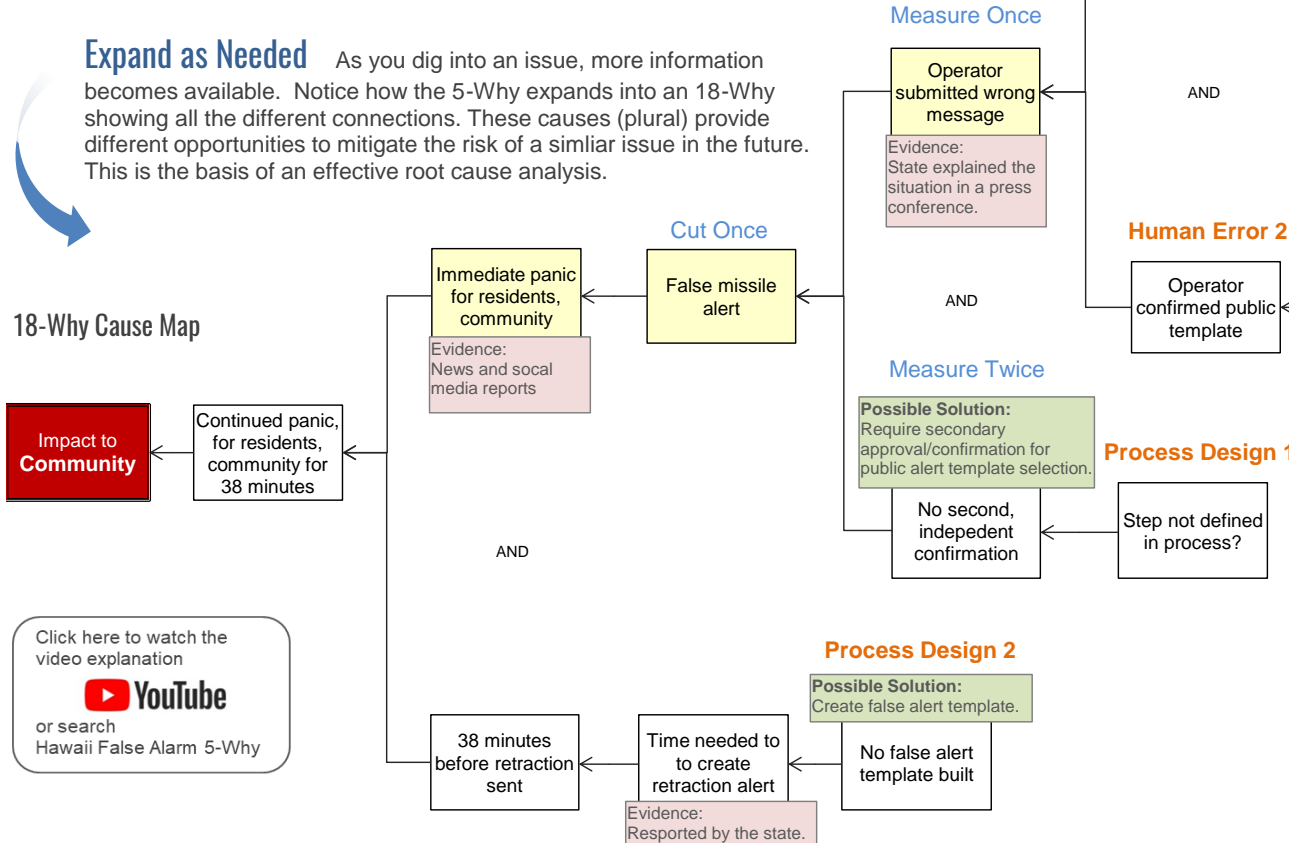
5-Why Cause Map



Start Simple The Hawaii false alarm was immediately attributed to human error. It's true, someone made an error. But just like the problems in your organization, there's more to it. To prevent a problem you need a thorough understanding of how and why it happens. An analysis breaks a problem down into basic cause-and-effect relationships. The 5-Why Cause Map (above) is a simple and quick way to start an investigation.

Expand as Needed As you dig into an issue, more information becomes available. Notice how the 5-Why expands into an 18-Why showing all the different connections. These causes (plural) provide different opportunities to mitigate the risk of a similar issue in the future. This is the basis of an effective root cause analysis.

18-Why Cause Map



Lowering Risk

The Cause Map shows the confluence of different events including the information systems and the work processes people perform. Because there are multiple causes, a focused set of specific solutions can significantly lower risk.

To learn more about investigating and preventing problems in your organization visit our website, register for a free webinar or attend one of our public workshops. Improve your ability to explain and solve problems.



To learn more visit our website at www.thinkreliability.com
email: info@thinkreliability.com phone: 281-412-7766

Click here to watch the video explanation
 or search Hawaii False Alarm 5-Why