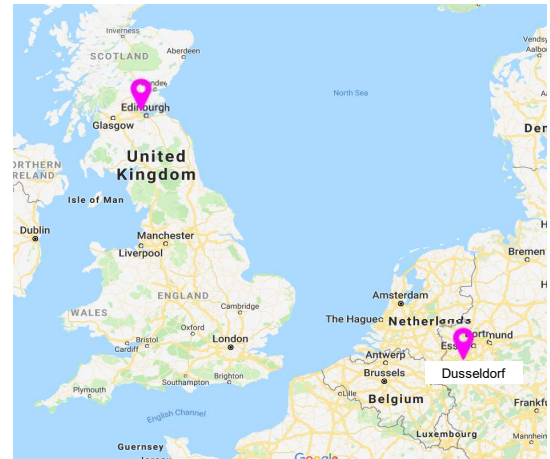
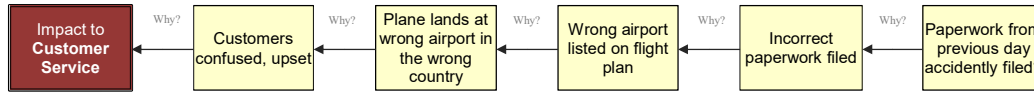


Plane lands in the wrong country

Passengers on board British Airways flight BA3271 got quite a surprise on March 25, 2019, when their flight missed the intended destination by more than 700 miles and they landed in Edinburgh Scotland instead of Düsseldorf, Germany. The plane was never in any danger and was able to take off and head to its intended destination after a brief stop for refueling. The passengers arrived at the correct airport with only a few hours delay, but the mistake did make for some entertaining headlines and tweets.



5-Why Cause Map

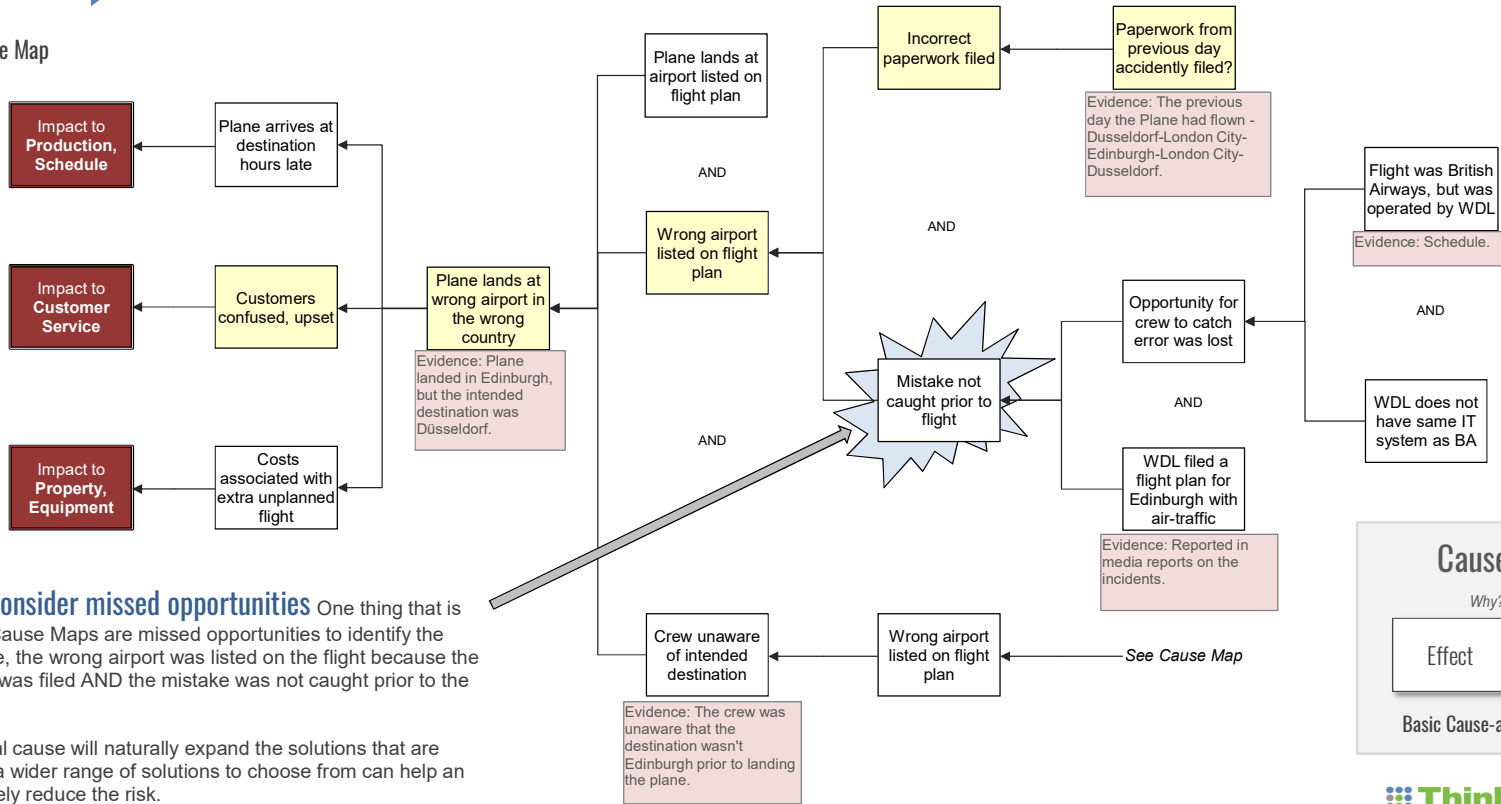


Start Simple Start by asking a few why questions.

A Cause Map is built by starting at an impacted goal and asking "why" questions. Five why questions is a good place to start, but don't stop there. Continue to ask "why" question to expand the details of the Cause Map.

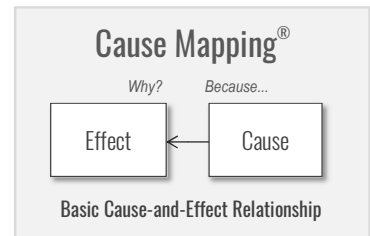
All of the impacted goals should also be added to the Cause Map.

15-Why Cause Map



Don't forget to consider missed opportunities One thing that is often neglected on Cause Maps are missed opportunities to identify the error. In this example, the wrong airport was listed on the flight because the incorrect paperwork was filed AND the mistake was not caught prior to the flight.

Adding this additional cause will naturally expand the solutions that are considered. Having a wider range of solutions to choose from can help an organization effectively reduce the risk.



ThinkReliability
Investigate Problems. Prevent Problems.