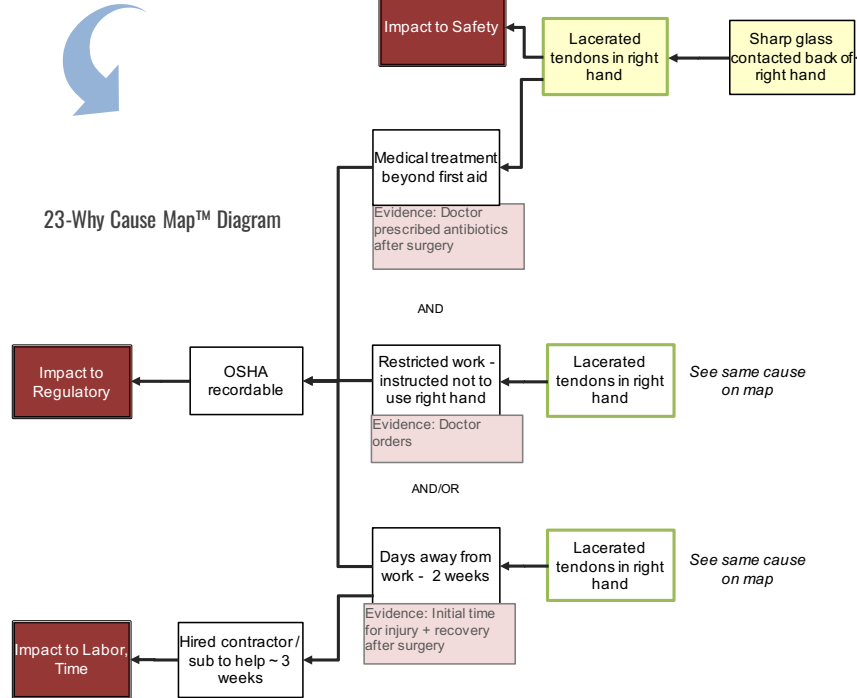


Hand Injury Case Study - Lacerated Tendons in Right Hand

Ann came to work one morning as usual. She went to the kitchen to get some coffee. When she opened the kitchen cabinet door a glass mug fell out of the cabinet, bounced off the counter, and one of the sharp edges of the broken glass coffee mug cut her left hand. It all happened very quickly, so she didn't have time to react and pull her hands away from potential danger. The bleeding was bad, so Ann was taken to the emergency room where she learned she had two lacerated tendons in her left hand. The injury required surgery and Ann missed several weeks of work requiring her employer to hire a temporary employee for three weeks.

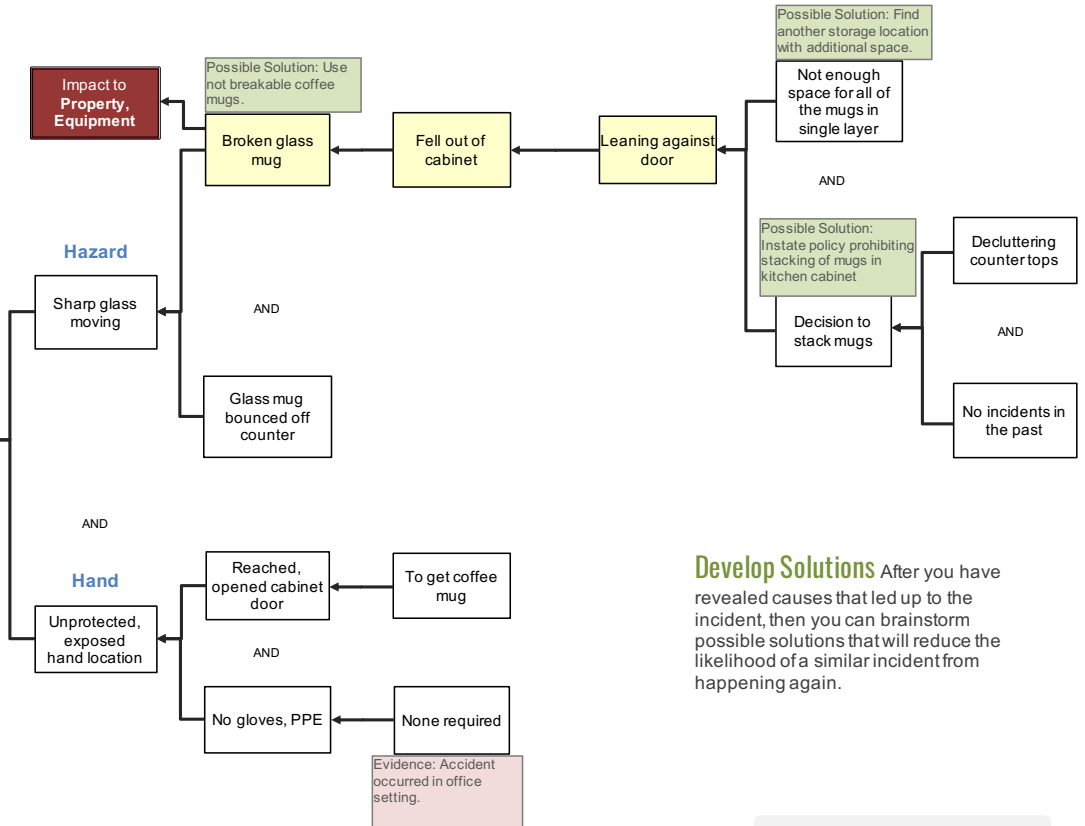
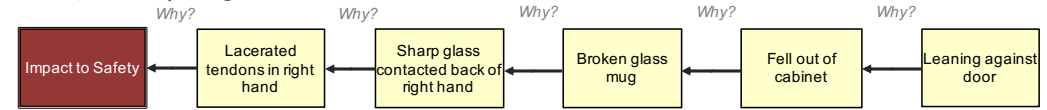
Expand as Needed Break the problem down into a visual Cause Map™ diagram. Using a Cause Map diagram provides a thorough and intuitive explanation. Cause Maps™ reveal all of the causes required to produce the problem.



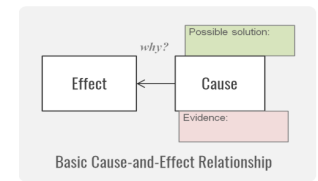
Start Simple Start with one goal that was impacted and ask why that goal was impacted. Investigating a problem begins with the problem and then backs into the causes by asking Why questions. If there are multiple goals that were impacted, you can start a 5-Why with any of them.



5-Why Cause Map™ Diagram



Develop Solutions After you have revealed causes that led up to the incident, then you can brainstorm possible solutions that will reduce the likelihood of a similar incident from happening again.



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