

Facilitation Tip 9: Park Causes

Sometimes as you document an incident investigation, it's not obvious where the information or the cause goes. As a facilitator, just write it down to keep the dialogue moving, and you can figure out where it fits at a later time. This will benefit your investigation and facilitation efforts because:

- The information is not lost,
- The dialogue continues, and
- The person who contributed the information feels heard.

Facilitation Tip 9

Click here to watch the video and learn more details on how and why it's beneficial to park causes to the side.



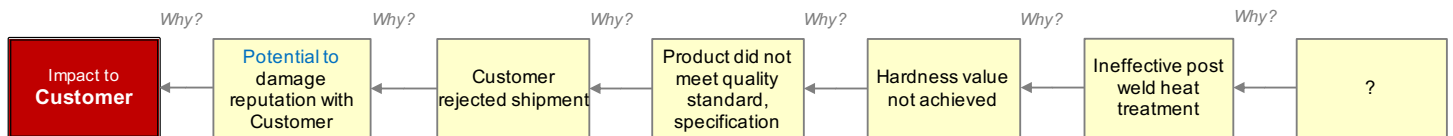
(5 minutes)

Customer Rejected Shipment

When talking about a customer complaint, the team began discussing the post weld heat treatment issues, and someone mentioned that the specification changed approximately six months ago. Although it's not related to the heat treatment issues, we don't want to deter the conversation or lose information, so we write it down and park the cause to the side.

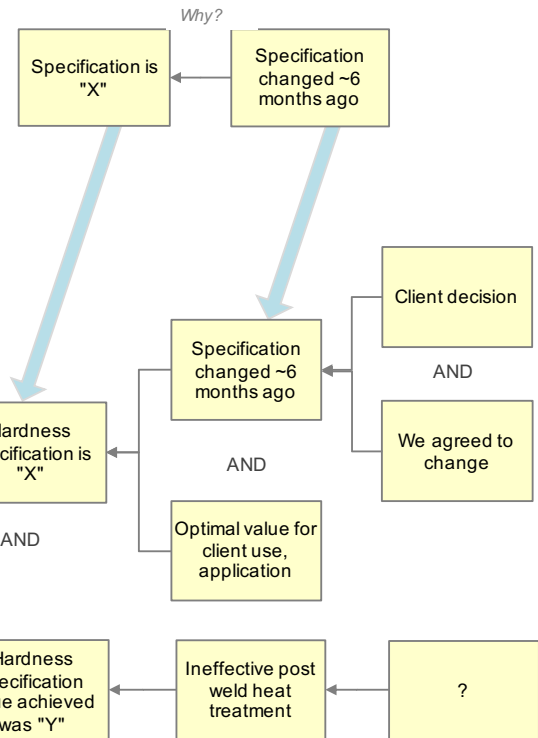
Specification changed ~6 months ago

5-Why Cause Map™ Diagram



Later, when we go back to the parked cause, we have to determine where it fits on the Cause Map™ diagram. As the conversation moved to the specification changing six months earlier, someone mentioned that is why the specification is set the way it is. The parked cause then becomes a 1-Why Cause Map Diagram, which can then be incorporated into the larger diagram.

1-Why Cause Map™ Diagram



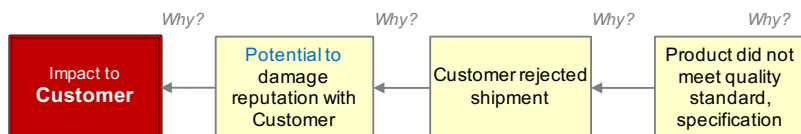
As you add causes to Map, verify their accuracy and relevance as needed. If at the end of the investigation it is clear it doesn't fit as a cause, it may be a information that fits elsewhere within the investigation file.

Once you understand where the information fits, modify the text and place it in the diagram. In this example, an "AND" statement is needed to illustrate that having the specification and not achieving that specification were both required for the project's rejection.

Additionally, the original cause was worded, "Hardness value not achieved." With the added cause boxes, this cause was updated to more clearly show that branch of the Cause Map diagram focuses on the hardness value achieved.

The 10-Why Cause Map diagram below incorporates additional causes to help demonstrate what else might be discussed during the investigation.

10-Why Cause Map™ Diagram



LESSON: Keep the dialogue focused on particular areas of the Map at a time. If information comes up in discussion and you aren't sure where it goes, capture it in a cause box and park it to the side. Later in the discussion or offline, you can come back and determine where it fits.

Are you struggling with a certain part of your incident or having difficulty facilitating an incident investigation? From reviewing your investigation to leading you and your team through an incident, let us know how we can help.

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