

# When the Excrement Hit the Rotating Equipment

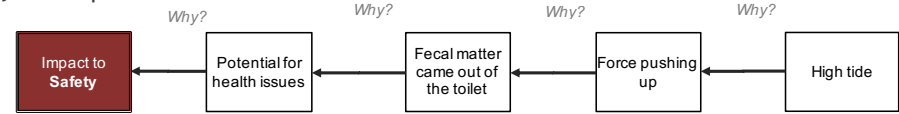
Have you ever wondered where the phrase “the you-know-what hit the fan” came from? I never really gave it much thought until I heard a story being told recently. I couldn't help but wonder if this was the origin of the phrase.

As soon as indoor toilets were introduced to Seattle and installed, an unintended consequence was also introduced. Twice a day, the direction of the flow of sewage was reversed and it came spewing out of the toilets into people's bathrooms. Most people associate the topic phrase, "when the you-know-what hit the fan," with something bad

**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.



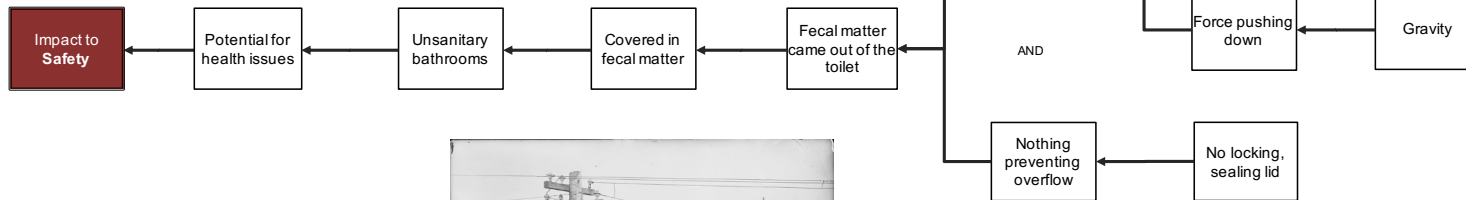
## 4-Why Cause Map



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



## 13-Why Cause Map



Possible Solution:  
Redesign and build a closed waste water system

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



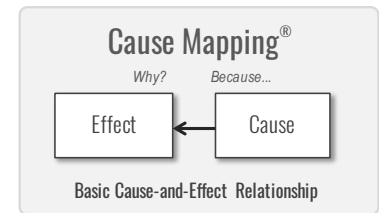
Ref.	Possible Solution	Cause Controlled
1	Redesign and build a closed waste water system	Waste water plant not developed yet



Infrastructure installed during Seattle's rebuild after



Image of horse drawn carriage that removed fecal matter from



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