

# 1 Problem

<b>What</b>	Problem(s)	Fire at FAA facility, major flight disruptions, injury
<b>When</b>	Date	September 26, 2014
	Time	5:40 a.m.
	Different, unusual, unique	?
<b>Where</b>	Facility, site	FAA facility in Aurora, IL
	Task being performed	Monitoring high altitude air traffic in Chicago region

<b>Impact to the Goals</b>	
<b>Safety</b>	One employee injured Potential for more injuries
<b>Environmental</b>	N/A
<b>Customer Service</b>	Thousands of travelers' plans disrupted
<b>Regulatory</b>	?
<b>Production/ Schedule</b>	>1,750 canceled flights, many more delayed
<b>Property/ Equipment</b>	Significant damage to FAA facility
<b>Labor/ Time</b>	Time required to manage flight disruptions Repair work required at FAA facility

# MASSIVE FLIGHT DISRUPTIONS

## Cause Map

### Fire at FAA Facility Sparks Flight Havoc

On Friday September 26, 2014, air traffic was grounded for hours in the Chicago region following a fire in a Federal Aviation Administration facility in Aurora, Illinois. The snarl of flight issues impacted thousands of travelers in the days following the fire as airports struggled to deal with the aftermath of more than 4,000 canceled flights and thousands more delayed.

"Over the next 30 days, they will take a look at our plans to make sure we are prepared to both assure the safety of aircraft, but also the efficiency of the system... I want to make sure we have all the tools in place to get our airspace back up and running as quickly as possible."

-FAA Administrator Michael Huerta

Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

## CAUSE MAPPING

Problem Solving • Incident Investigation • Root Cause Analysis

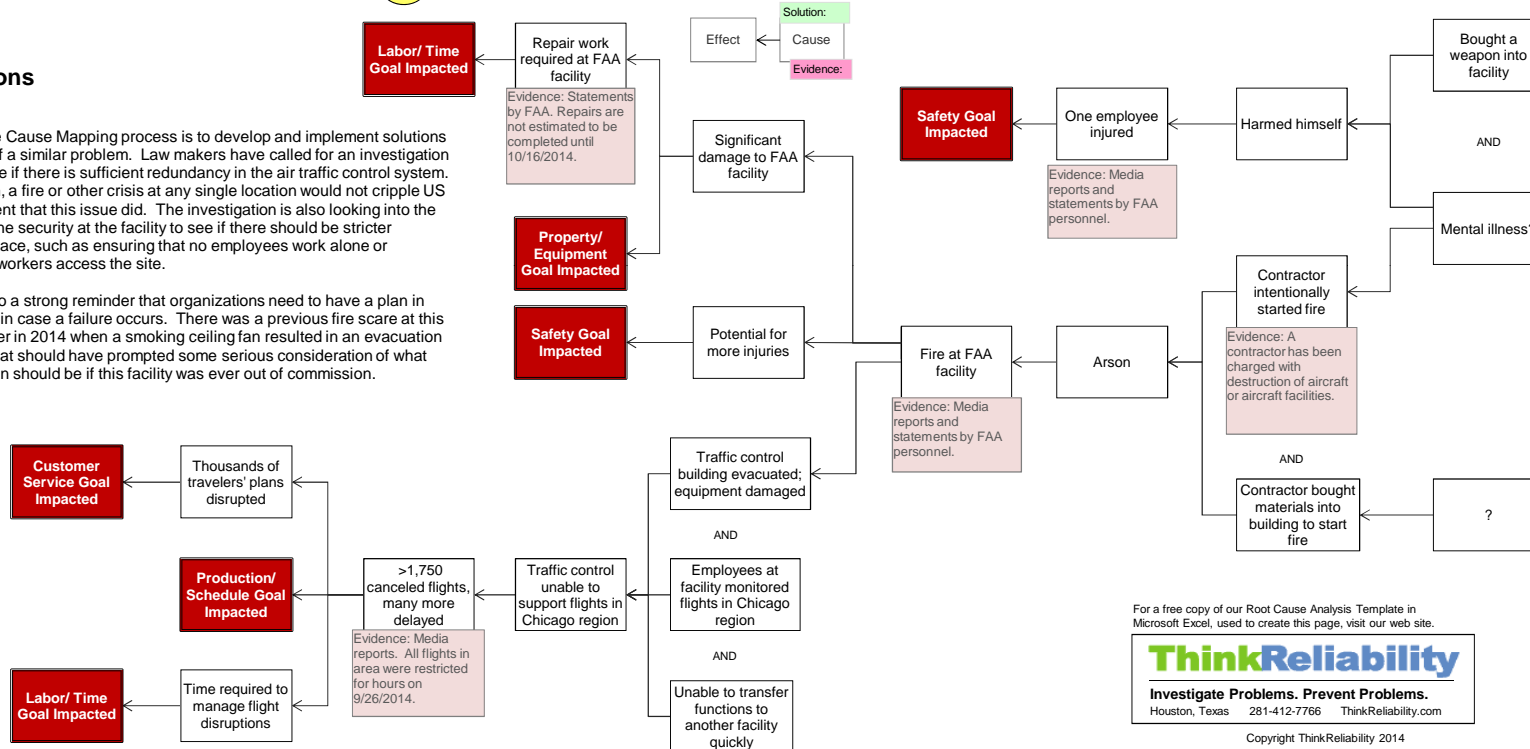
- Step 1 Problem** - What's the Problem?
- Step 2 Analysis** - Why did it happen?
- Step 3 Solutions** - What will be done?

# 2 Analysis

# 3 Solutions

The final step in the Cause Mapping process is to develop and implement solutions to reduce the risk of a similar problem. Law makers have called for an investigation into this issue to see if there is sufficient redundancy in the air traffic control system. In an ideal situation, a fire or other crisis at any single location would not cripple US air traffic to the extent that this issue did. The investigation is also looking into the fire and reviewing the security at the facility to see if there should be stricter restrictions put in place, such as ensuring that no employees work alone or searching bags as workers access the site.

This situation is also a strong reminder that organizations need to have a plan in place of what to do in case a failure occurs. There was a previous fire scare at this same location earlier in 2014 when a smoking ceiling fan resulted in an evacuation and flight delays that should have prompted some serious consideration of what the contingency plan should be if this facility was ever out of commission.



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