

1 Problem

What	Problem(s)	Power failure, cruise ship adrift
When	Date	February 27, 2012
	Time	~1:30 p.m.
	Different, unusual, unique	Fire damaged electrical network
Where	State, city	Indian ocean off the coast of Tanzania
	Facility, site	Costa Allegra
	Task being performed	Cruising toward Port Victoria

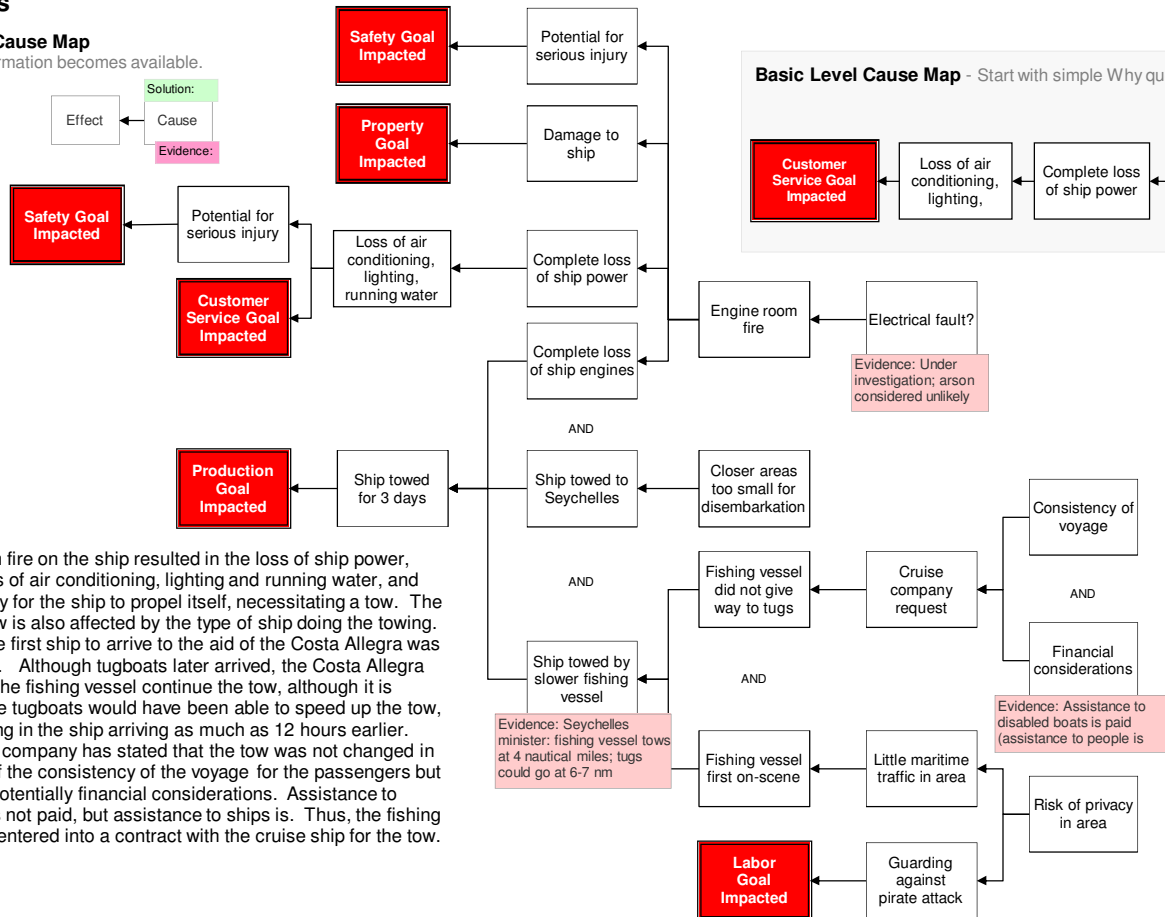
Impact to the Goals

Safety	Potential for serious injury
Environmental	?
Customer Service	Loss of air conditioning, lighting, running water
Production-Schedule	Ship towed for 3 days
Property, Equip, Mtls	Damage to ship
Labor, Time	Guarding against pirate attack

2 Analysis

More Detailed Cause Map

Add detail as information becomes available.



An engine room fire on the ship resulted in the loss of ship power, causing the loss of air conditioning, lighting and running water, and the loss of ability for the ship to propel itself, necessitating a tow. The length of the tow is also affected by the type of ship doing the towing. In this case, the first ship to arrive to the aid of the Costa Allegra was a fishing vessel. Although tugboats later arrived, the Costa Allegra requested that the fishing vessel continue the tow, although it is believed that the tugboats would have been able to speed up the tow, possibly resulting in the ship arriving as much as 12 hours earlier. The cruise ship company has stated that the tow was not changed in consideration of the consistency of the voyage for the passengers but there are also potentially financial considerations. Assistance to people at sea is not paid, but assistance to ships is. Thus, the fishing vessel actually entered into a contract with the cruise ship for the tow.

SHIP LOSS OF POWER

Cruise Passengers Suffer

Part of the excitement involved in passenger cruises is access to remote areas of the world. However, when a ship runs in to trouble, that remoteness can result in extremely difficult conditions. This was the case on the Costa Allegra, which suffered an engine room fire in the Indian Ocean.

"The sanitary facilities are not working . . . it's not very convenient right now." - Joel Morgan, Seychelles

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

Step 2 Analysis

Step 3 Solutions

What's the Problem?

Why did it happen?

What will be done?

For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.

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