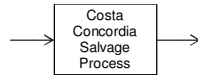


# The Salvage Process of Costa Concordia

Both Cause Maps and Process Maps can provide valuable information in an incident investigation

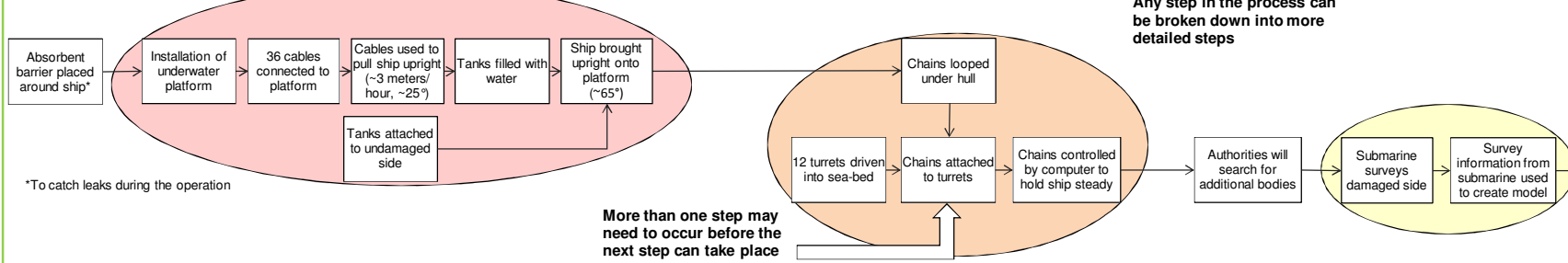
## Process Overview



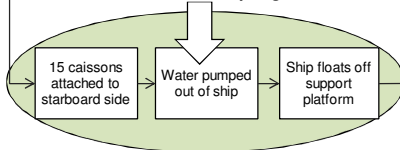
## High Level Process Map



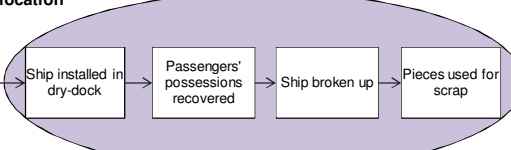
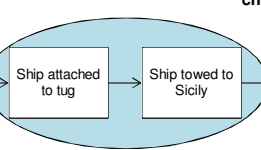
## Detailed Process Map



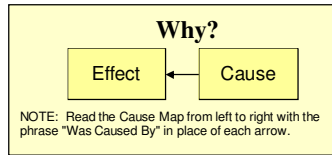
Process steps may involve a long period of time between steps; the ship will not be floated until next spring



Process steps may involve a change in location



## Cause Map



NOTE: Read the Cause Map from left to right with the phrase "Was Caused By" in place of each arrow.

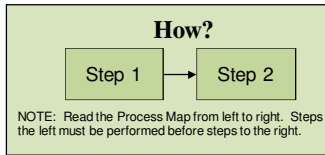
A Cause Map shows cause-and-effect relationships

Like a Cause Map, a Process Map can have varying levels of detail

Arrows on Cause Maps & Process Maps point in the direction of time

vs.

## Process Map



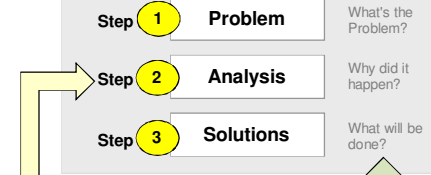
NOTE: Read the Process Map from left to right. Steps to the left must be performed before steps to the right.

A Process Map shows steps in the order they are performed

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



A Cause Map comprises the analysis step

In this case, the Process Map is part of the solutions

Any step in the process can be broken down into more detailed steps