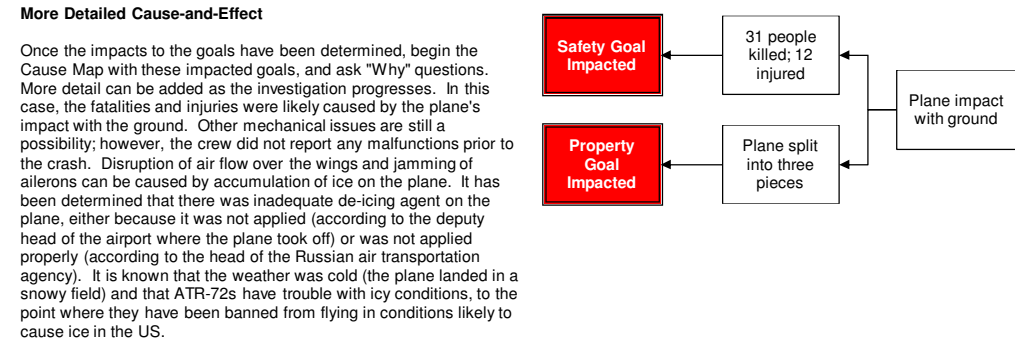
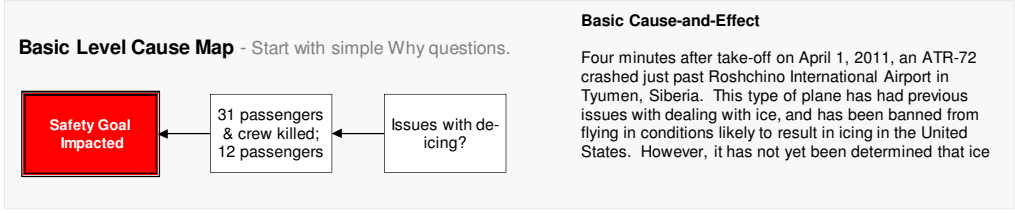


1 Problem

What	Problem(s)	Plane crash
When	Date	April 2, 2012
	Time	Four minutes after take-off
	Different, unusual, unique	De-icing agent improperly applied
Where	State, city	Roshchino International Airport (Tyumen, Siberia)
	Equipmen	Twin-engine turbo-prop ATR-72
	Task being performed	Just after take-off
Impact to the Goals		
	Safety	31 passengers, crew killed; 12 passengers injured
	Environmental	N/A
	Customer Service	Eroded confidence is Russian air safety
	Production-Schedule	Plane split into three pieces
	Property, Equip, MtIs	?
	Labor, Time	?
	Frequency	ATR-72 involved in 14 crashes since 1989

2 Analysis



3 Solutions

Although icing has not yet been considered a factor, since de-icing was inadequate in this case, the de-icing procedure needs to be examined to prevent further de-icing issues. Additionally, the Russian government is looking at increasing the authority of the air transportation agency to allow discontinuation of airlines that fail to meet safety standards.

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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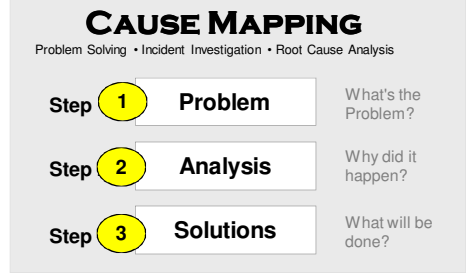
SIBERIAN PLANE CRASH

Is Ice a Cause?

Although it has been determined that de-icing agent was either applied improperly or not at all, it has not yet been determined whether or not that should be considered a cause of the accident, which killed 13 and left 12 severely injured.

"At the moment, we don't have grounds to call it the reason for the crash, but we have the information."
- Aleksandr Neradko, head of Russia's air transportation agency

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



To begin a Cause Map - an intuitive, visual root cause analysis - we look at the impacted goals. In this case, the fatalities and injuries are the primary impact, to the safety goal. Additionally, this incident, combined with previous air safety issues in Russia, have eroded public confidence in air safety in the country. This could be considered an impact to the customer service and production goal. The plane split into three pieces on impact, which affects the property goal. Searches and subsequent investigations will likely impact the labor goal.

More Detailed Cause Map - Add detail as information becomes available.

