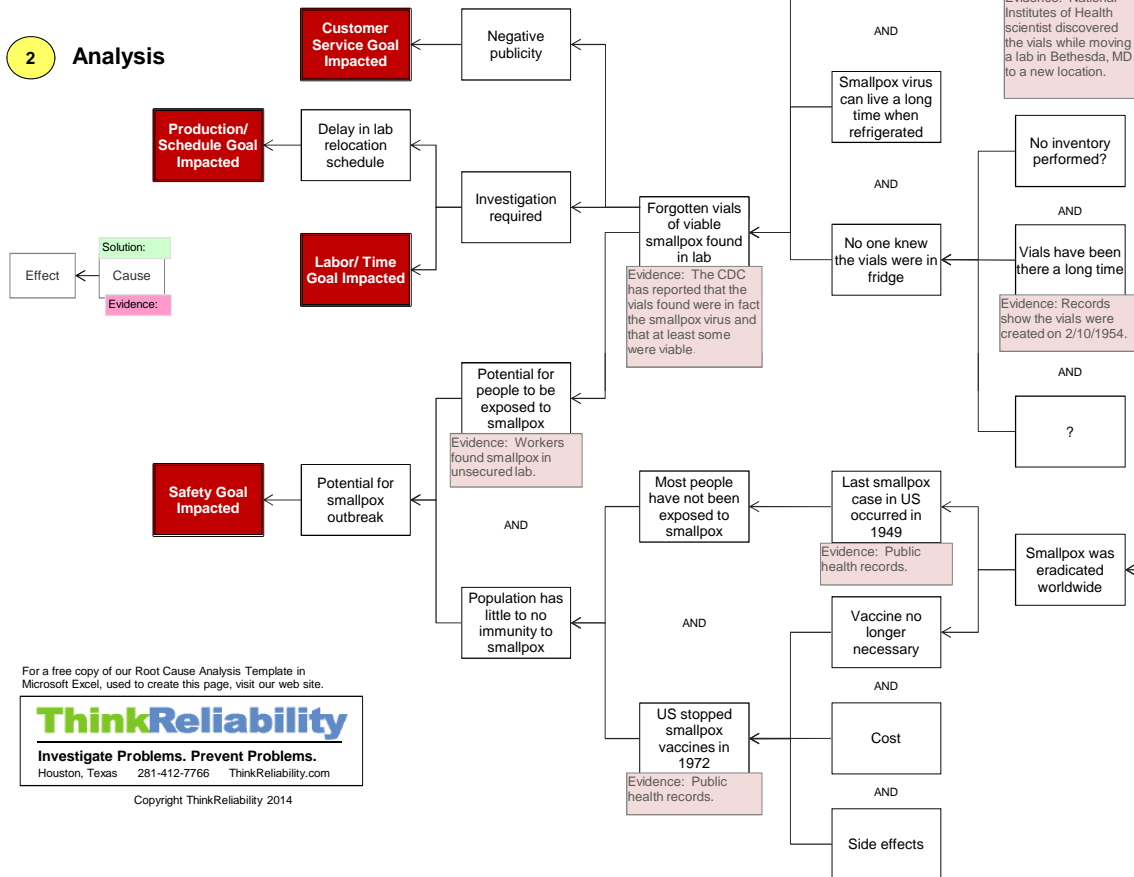


1 Problem

What	Problem(s)	Lost vials of smallpox, potential spread of smallpox
When	Date	Discovered July 1, 2014
	Different, unusual, unique	??
Where	Facility, site	Bethesda, MD
	Unit, area, equipment	Vials marked "variola"
	Task being performed	Moving National Institutes of Health campus to new location
Impact to the Goals		
	Safety	Potential for smallpox outbreak
	Customer Service	Negative publicity
	Production/ Schedule	Delay in lab relocation schedule
	Labor/ Time	Investigation required

2 Analysis



"LOST" VIALS OF SMALLPOX

Cause Map

Scientist Finds Forgotten Smallpox Vials in Fridge

On July 1, 2014, vials marked "variola", the virus that causes smallpox, were found when a fridge was being cleaned out as part of the effort to move a National Institutes of Health campus to new location. The vials were immediately secured and a CDC team was dispatched to retrieve the vials. No exposure to smallpox is suspected, but the discovery is still alarming. There are only two heavily secured locations where smallpox is supposed to exist in the world so the fact that vials of a dangerous virus were just sitting forgotten in a fridge has raised many issues that that should be investigated.

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

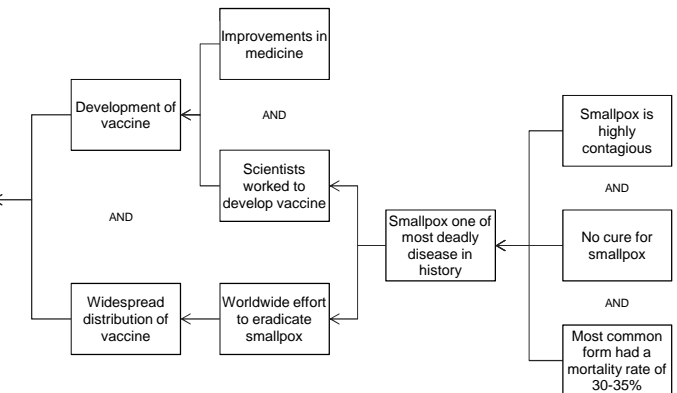
CAUSE MAPPING

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?

3 Solutions

The final step of the Cause Mapping process is to use the Cause Map to develop and implement solutions to reduce the risk of a similar problem occurring in the future. In this example, the immediate problem was addressed by moving the vials to a secured lab. Once scientists are done studying the vials, the contents and all traces of the virus will be destroyed. Longer-term solutions will likely include ensuring that all government laboratory storerooms are inventoried to ensure that no other potentially dangerous vials have been "lost". Inventory procedures should also be reviewed to ensure they are adequate.



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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