

# Smoke at FAA Facility Results in Major Flight Disruptions

## 1 Problem

<b>What</b>	Problem(s)	Smoke in air traffic control facility, major air traffic disruption
<b>When</b>	Date	May 13, 2014
	Time	~12:30 P.M
	Different, unusual, unique	??
<b>Where</b>	Facility, site	Elgin FAA facility, airports in the Chicago area
	Unit, area, equipment	Bathroom fan
	Task being performed	Monitoring air traffic

### Impact to the Goals

<b>Safety</b>	Potential risk to employee health
<b>Customer Service</b>	Major air traffic disruption
<b>Production/ Schedule</b>	>500 flights canceled; >1,000 flights delayed
<b>Property/ Equipment</b>	Potential damage to equipment
<b>Labor/ Time</b>	Investigation into source of smoke

A smoking bathroom fan resulted in the disruption of more than a thousand flights in the Chicago area on May 13, 2014 in a dramatic demonstration of real time cause-and-effect. This incident illuminates how a relatively small issue can quickly grow into an expensive and time-consuming problem. In an ideal world, a smoking bathroom fan wouldn't result in national headlines.

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

