

# 1 Problem

<b>What</b>	Problem(s)	Plane crash
<b>When</b>	Date	February 4, 2015
	Time	10:54 A.M.
	Different, unusual, unique	?
<b>Where</b>	Facility, site	Keelung River, near Taipei Songshan Airport
	Unit, area, equipment	ATR 72-6000 twin turboprop
	Task being performed	Flying from Taipei to Kinmen

<b>Impact to the Goals</b>	
<b>Safety</b>	40 killed, 15 injured, 3 missing
<b>Environmental</b>	?
<b>Customer Service</b>	Negative publicity for airline
<b>Regulatory</b>	Carrier banned from adding new international flights
<b>Production/ Schedule</b>	At least 122 domestic flights canceled
<b>Property/ Equipment</b>	Significant damage to plane
	Damage to bridge and taxi
<b>Labor/ Time</b>	Major investigation/ recovery effort required

Frequency: 2nd fatal crash for TransAsia Airlines in a year

# DEADLY PLANE CRASH

## Cause Map

### Plane Crashed Into River in Taiwan

On February 4, 2015, there were 58 passengers onboard TransAsia Airways Flight 235 when the plane crashed into the Keelung River shortly after taking off from the Taipei Shonshan Airport. There were 15 survivors from this dramatic crash where the plane hit a bridge and taxi cab prior to turning upside down and hitting the river.

"It's a mistake...There are procedures that pilots go through - safeguards - when you're going to shut down an engine, particularly close to the ground. Why that didn't occur here, I don't know."

- John M. Cox, former US Airways pilot and safety consultant

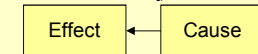
Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

## 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?

### Why?



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

# 2 Analysis

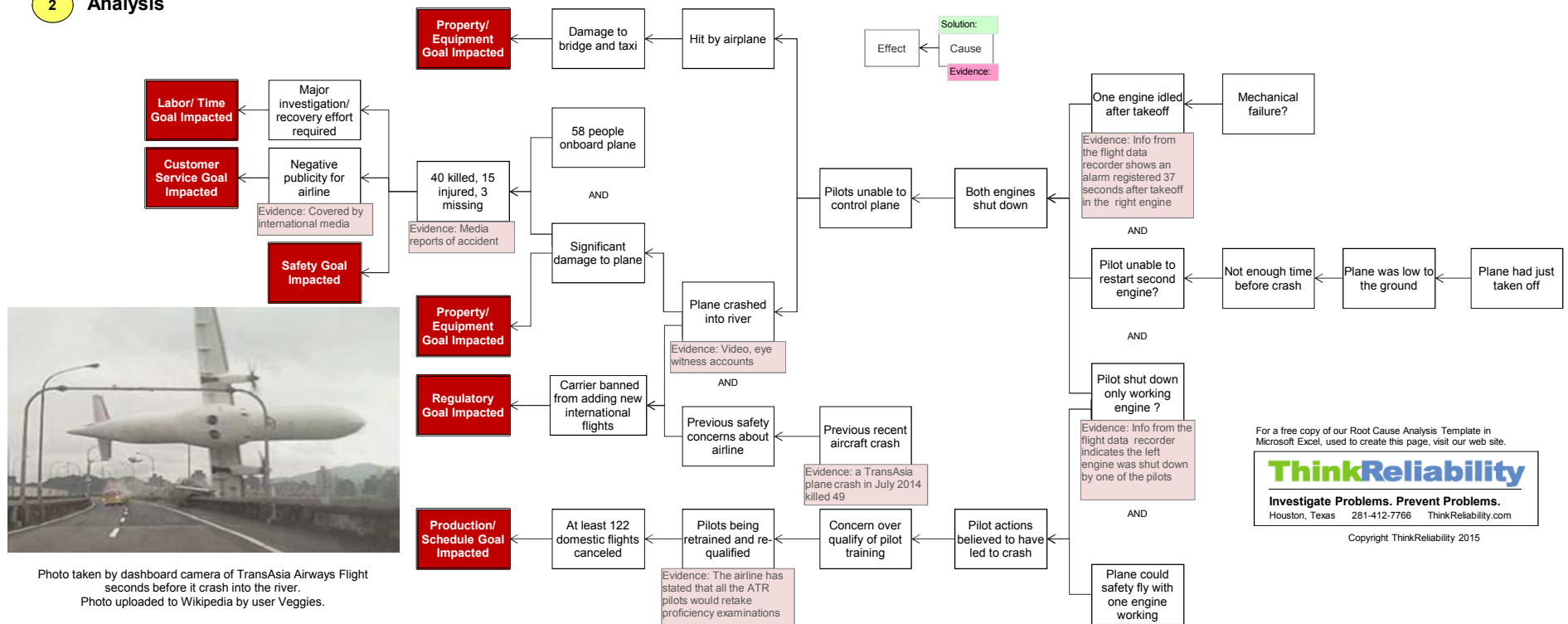


Photo taken by dashboard camera of TransAsia Airways Flight seconds before it crash into the river. Photo uploaded to Wikipedia by user Veggies.

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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