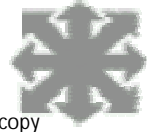


Why Tree Handoff



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Description of Problem/Incident/Failure:

Originator: (your name):

Sketch (to help people "downstream" understand the problem):

WHY (from your perspective)?	How Do You Know?	Who got it next?
WHY (from your perspective)?	How Do You Know?	Who got it next?
WHY (from your perspective)?	How Do You Know?	Who got it next?
WHY (from your perspective)?	How Do You Know?	Who got it next?
WHY (from your perspective)?	How Do You Know?	Who got it next?

How Was This Repaired / Resolved?

Small Steps — Only Explain What You Know



Let's Learn from Things that Go Wrong!

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Your Root Cause Discovery Resource at Work



Intended Usage

Several years ago, I audited a "root cause" effort in the maintenance shop in a chemical plant. We were trying to determine why the mechanics weren't doing more about "digging to root cause." We found that the **shop mechanics knew little, if anything, about the circumstances surrounding the equipment they were repairing.**

The WHY Tree Handoff™ was developed to track CAUSAL information about equipment that failed, as it goes from one "hand" to the next. Place the Handoff in a plastic pouch, and fasten the pouch to the equipment. The intent is for each person who "does something" to the equipment to document what he/she learned about the CAUSES of its failure — so that the shop mechanic (in this case) knows the background before the repair commences

After the repair / resolution is completed, the person who made the repair should:

1. Keep a copy for their own equipment records.
2. Second a copy to the Originator of the form so that they can see WHY the equipment failed.
3. Send a copy to the Root Cause Mother-Source (the site resource for root cause discovery), or whoever is responsible for tracking root causes.

The Mother-Source, upon receipt of the Handoff, should:

1. Include PHYSICAL cause information in its Root Cause Tracking System. Root Cause Tracking Systems exist to look for common causes — those which merit special attention

about Failsafe Network, Inc.

Failsafe exists to help individuals and their organizations discover the TRUTH about why things go wrong, without hurting one another in the process. All of Failsafe's approaches are all based on the need to SLOW DOWN — to allow EVIDENCE to guide us to the right answers. After all, "everything we need to know about our existence is staring us right in the face, if we'd only take time to look."

The approaches underlying all of Failsafe's methods are based on common sense. They will feel natural to use, because they have been fine-tuned through trial and error usage in a variety of manufacturing environments since 1974. Please be aware that Failsafe's approaches are taught in a variety of seminars ranging from 3 hours to 5 days, depending on the needs of your facility. The 3 hour class merely exposes the attendee to the vocabulary and some tools. The 5 day "class" is a mock "formal RCA," exposing the attendee to ALL the factors involved in failure and it causes. The 5 day "class" is called "**The Root Cause Experience**," and is Failsafe's highest rated seminar. It was designed to CHANGE YOUR MIND about failure and it causes.

Although I am an experienced investigator, trainer, public speaker, and author I can genuinely say that my most fulfilling professional moments do NOT come from merely solving a problem. After all, problem-solving is a second-rate pursuit (at best). First-rate pursuits involve "trying to understand what life is about, and then trying to convey that understanding." (Malcomb Muggeridge). Failure is the one phenomena of life that is capable of forcing us to be on the "first-rate pursuit." That is why my most fulfilling moments occur when I hear, as a result of a seminar or actual investigation:

"this has been one of the most valuable experiences in my industrial life."

C. Robert Nelms

