

“The only real mistake is the one from which we learn nothing.”

*John Powell*

# Escape Investigation



*The information in this presentation supports  
BNC 1 023, Escape Instructions*

# Escape Investigation - Define the Problem


- ▶ We need to understand the problem
  - Define: What, Where, When, Which and How Many
  - Go to the process whenever possible to see for yourself
  - Talk to the inspectors
  - Know the facts: don't imagine, assume, or base on opinions
  - Don't focus on who did it

# Escape Investigation - Immediate Actions

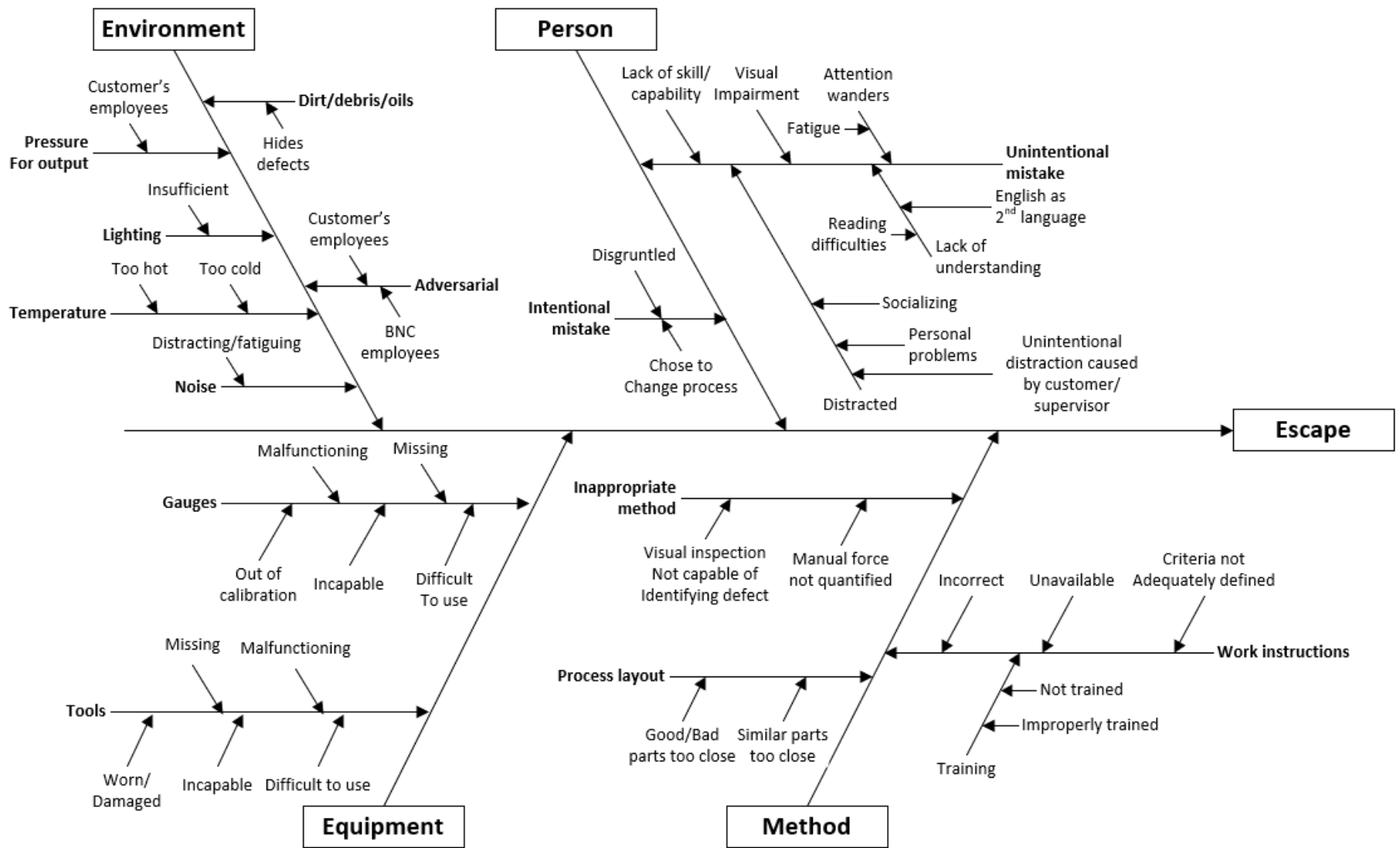
- ▶ Immediate Action – Protects the Customer
  - Typically, a resort
  - Can include a quality alert
  - Can include retraining employees
  - Can include disciplining employees

# Escape Investigation – Causes

- ▶ Consider three things:
  - Why did it happen?
  - Why wasn't it detected before it became an escape?
  - Why did the process allow it to occur?
  
- ▶ Causes can be broken down into 4 categories
  - Environment
  - Person
  - Equipment
  - Method



*Check out the next slide to see these broken down into the most likely causes.*



**USE THIS DIAGRAM TO HELP YOU DETERMINE THE MOST LIKELY ROOT CAUSE**

# *Escape Investigation* – Corrective Action

- ▶ Once you know the root cause, the corrective action needs to fix it
- ▶ Must address “why did it happen” at a minimum
- ▶ Should address “why wasn’t it detected before the escape” and “why the process allowed it to occur” if possible

# And, Finally...

- ▶ Avoid “human error” as the cause
  - If you replace the human with another one, does that opportunity for error go away?
  - WHY did they make the error?
- ▶ Avoid “retraining” or “discipline” as the corrective action
  - These are only band-aids on the situation with that employee
  - How do we ensure that another human will not have the same results? What can we change or make better?
- ▶ Update Best Practice library with any lessons learned

Click on the button below to take the quiz for this session.

**QUIZ**