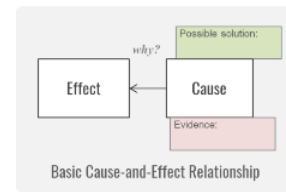


Person Hit by Car in Crosswalk

When a pedestrian is struck by a vehicle in a crosswalk there are two different solutions. Either one could have prevented this issue. If both solutions are put in place its called two layers of protection. This same approach applies to your problems.

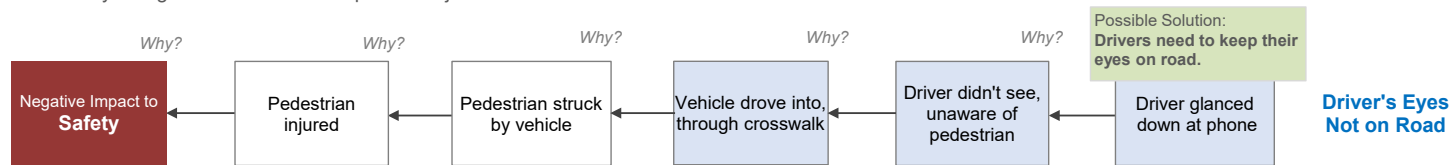
Cause Mapping® Method

Problem Solving • Root Cause Analysis



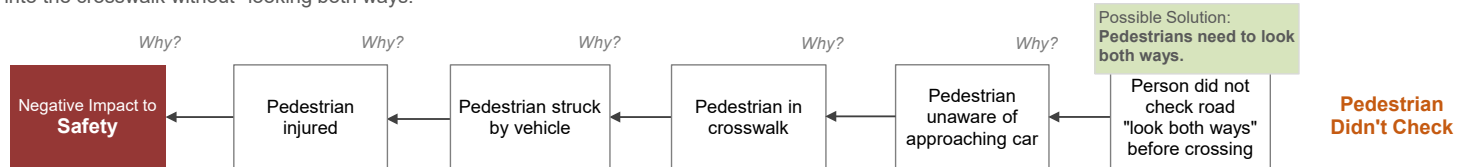
5-Why Cause Map™ Diagram Driver Looked at Phone

This first 5-Why shows how the pedestrian was injured because they were struck by the vehicle that drove into the crosswalk. The driver of the car didn't see the person in the crosswalk because they had glanced down at their phone for just a second.



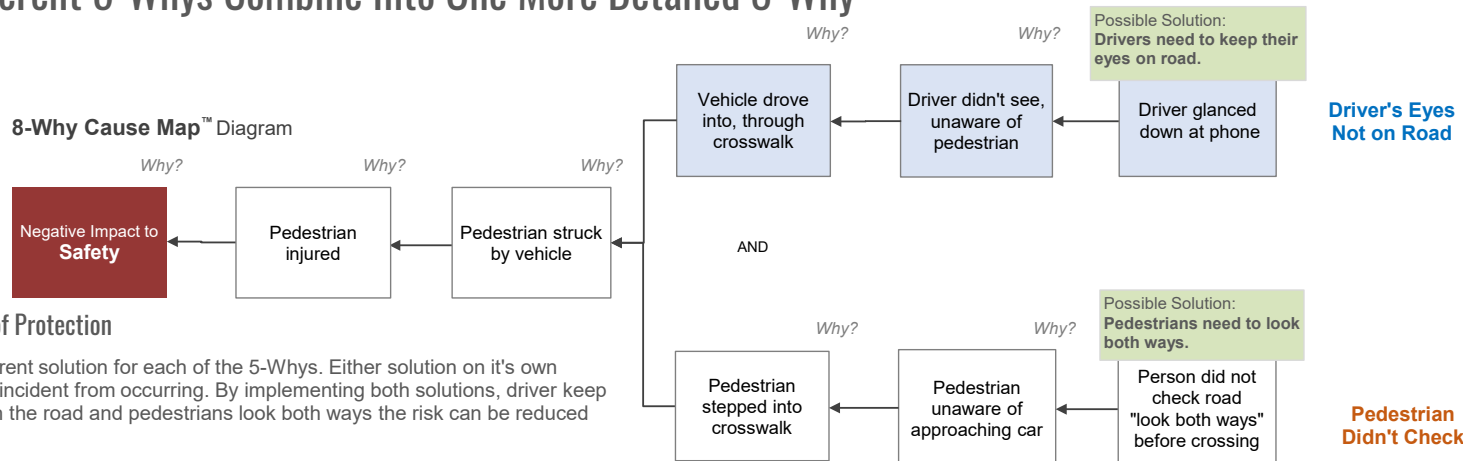
5-Why Cause Map™ Diagram Pedestrian Didn't Look Both Ways

This second 5-Why shows how the injury to the pedestrian was because they walked into the crosswalk without "looking both ways."



Two Different 5-Whys Combine Into One More Detailed 8-Why

8-Why Cause Map™ Diagram



Two Layers of Protection

There is a different solution for each of the 5-Whys. Either solution on its own prevents the incident from occurring. By implementing both solutions, driver keep their focus on the road and pedestrians look both ways the risk can be reduced even further.

This same approach of laying out a simple 5-Why and then adding detail to find additional solution options can be applied to any of the problems you face.