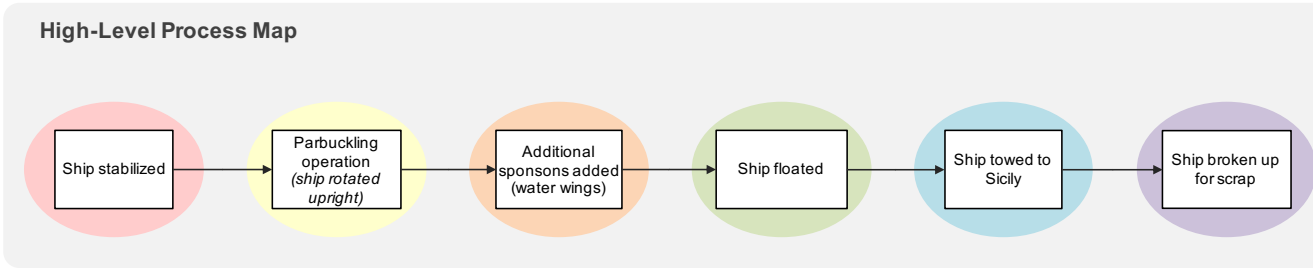


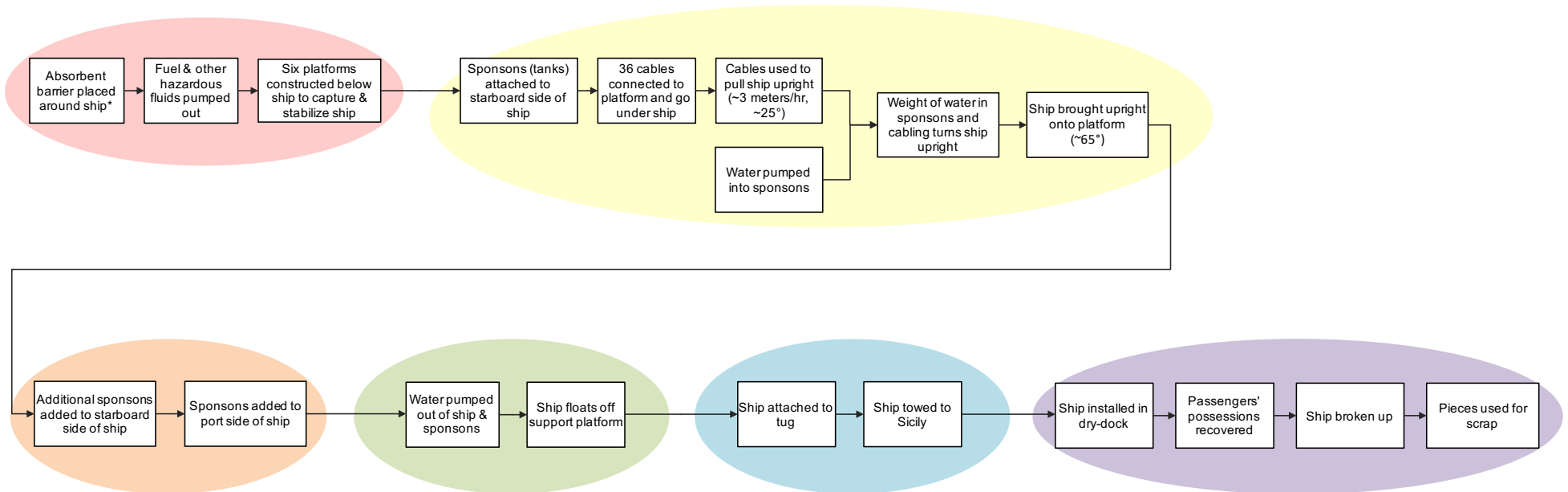
# Righting the Ship: Building a Process Map for the Costa Concordia Salvage

In January 2012, the cruise ship Costa Concordia ran aground off the coast of Italy. The ship grounding had immediate, catastrophic impacts, including the death of 32 people and polluting the water with fuel, sewage and other hazardous materials stored aboard the ship. Both Cause Map™ diagrams and process maps can provide valuable information in an incident investigation. A Cause Map diagram shows cause-and-effect relationships. A Cause Map diagram shows steps in the order they are performed. In this example, a complex process, an individual step often consists of more detailed steps. See how the process map can be built to the level of detail needed below.

## High-Level Process Map



## Detailed Process Map



Cause Mapping® Method

Problem Solving • Root Cause Analysis

**ThinkReliability**

281-412-7766

info@thinkreliability.com