

# Waterfall of Wine

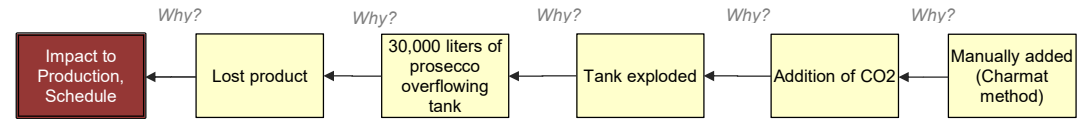
On September 25, 2018 L'enoteca Zanardo Giussano posted a video of a Prosecco tank overflowing. Reports estimate that 30,000 liters of Prosecco were lost. The video went viral and it left us wondering how did this happen.

There is not much information available but there is enough to start a Cause Map. If you watch the video it looks like the tank is fizzing over just like a can of soda. Based on this observation we can start to lay out the cause-and-effect relationships to get a better understanding of how this incident happened.

This incident likely impacted many of this winery's goals: safety, environmental, production & schedule, property & equipment, and labor & time goals. Each one of these can get tied into one Cause Map.

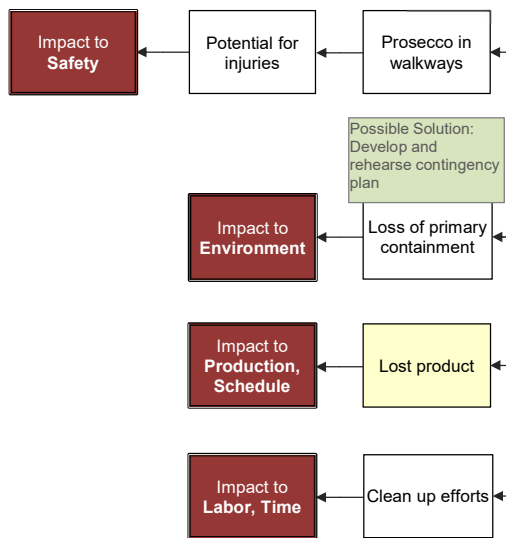
**Start Simple** Start with one goal that was impacted and ask why that goal was impacted. Investigating a problem begins with the problem and then backs into the causes by asking Why questions. If there are multiple goals that were impacted, you can start a 5-Why with any of them.

## 5-Why Cause Map



**Expand as Needed** Break the problem down into a visual Cause Map. Using a Cause Map provides a thorough and intuitive explanation. Cause Maps reveal all of the causes required to produce the problem.

## 18-Why Cause Map



**Develop Solutions** After you have revealed causes that led up to the incident, then you can brainstorm possible solutions that will reduce the likelihood of a similar incident from happening again.

Ref.	Possible Solution
1	Install pressure indication on tank and establish alarm settings
2	Install pressure relief valve on tank
3	Develop and rehearse contingency plan

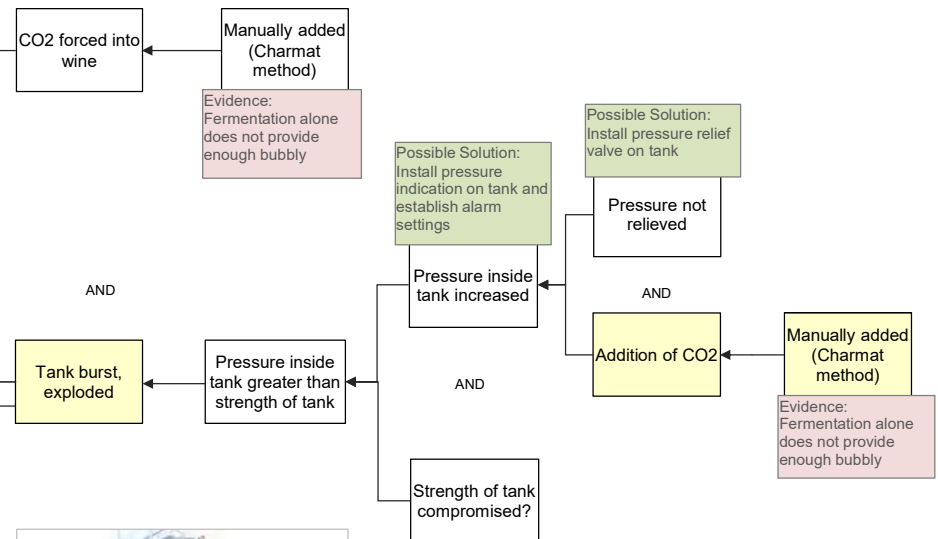
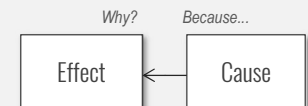


Photo Credit: L'enoteca Zanardo Giussano

## Cause Mapping®



Basic Cause-and-Effect Relationship

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