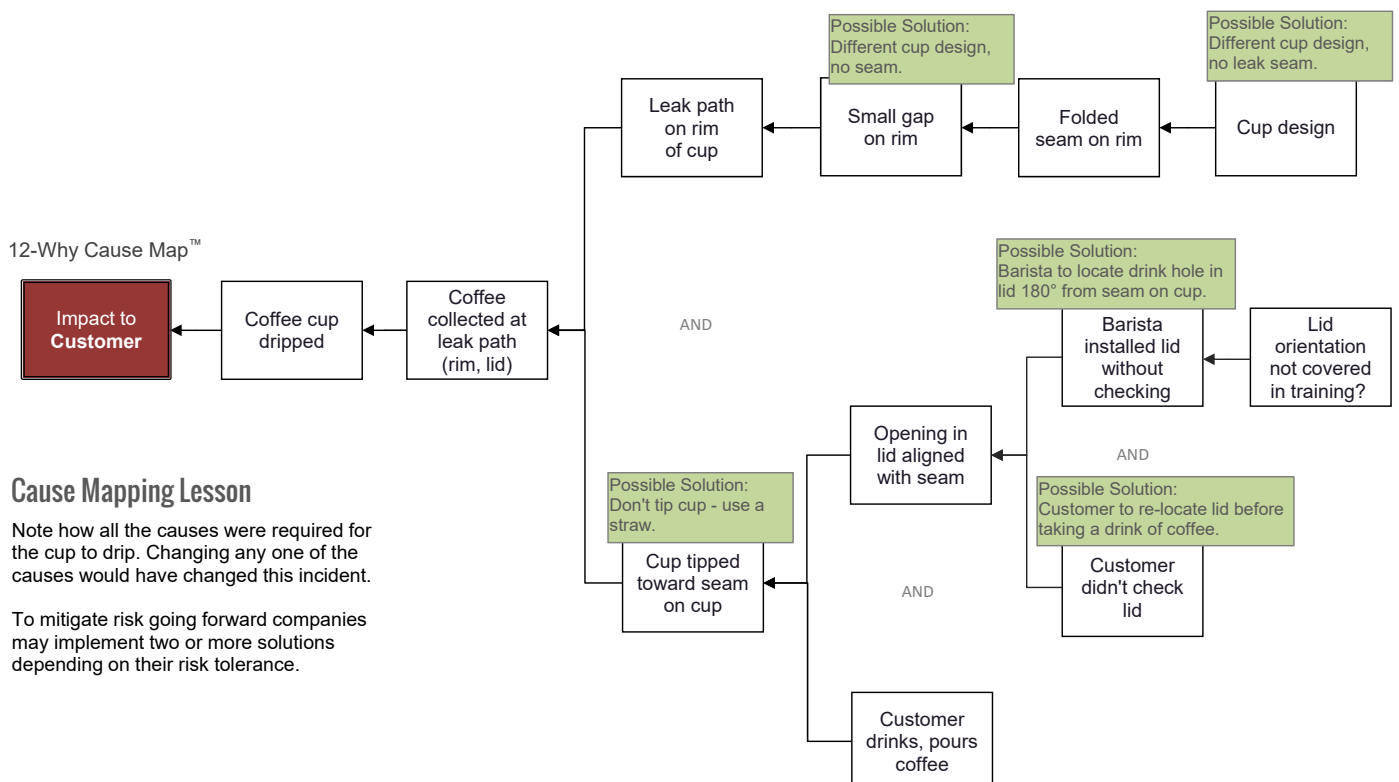
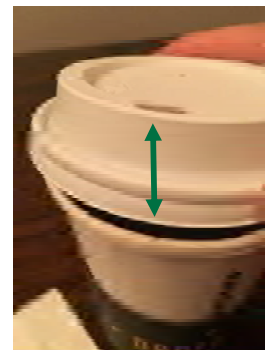
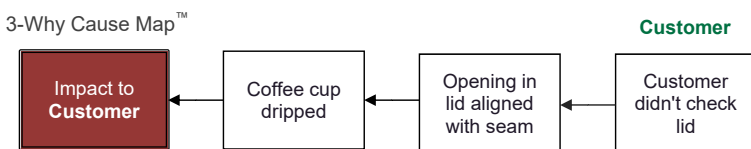
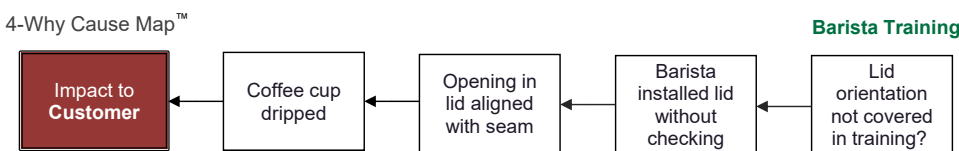
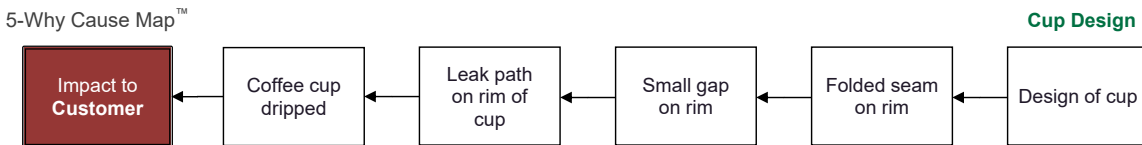
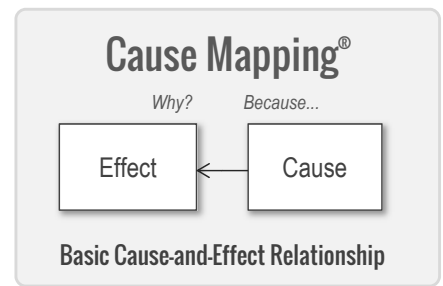


Troubleshooting a Dripping Cup of Coffee

"Why does my Starbucks® cup occasionally drip?"



Cause Mapping Lesson

Note how all the causes were required for the cup to drip. Changing any one of the causes would have changed this incident.

To mitigate risk going forward companies may implement two or more solutions depending on their risk tolerance.

To learn more visit our website at www.thinkreliability.com
email: info@thinkreliability.com phone: 281-412-7766