# WATER CRISIS IN FLINT, MI

Cause Map

## 1 Problem

| | | |
|---|---|---|
| What | Problem(s) | Contaminated drinking water, lead poisoning |
| When | Date | 2014-ongoing |
| | Different, unusual, unique | Change in source for town's drinking water |
| Where | Facility, site | Flint, Michigan |
| | Task being performed | Providing tap water |

### Impact to the Goals

| | |
|---|---|
| Safety | Elevated lead levels in blood of 43 (likely more cases) |
| Environmental | Tap water contaminated for more than a year |
| Customer Service | Issues with water supply not quickly addressed |
| Regulatory | Class action lawsuit |
| | National Guard activated |
| | State of emergency declared |
| Property/ Equipment | Piping infrastructure damaged |
| Labor/ Time | Emergency response/long term corrective actions required |

### Tap water in town found to be unsafe

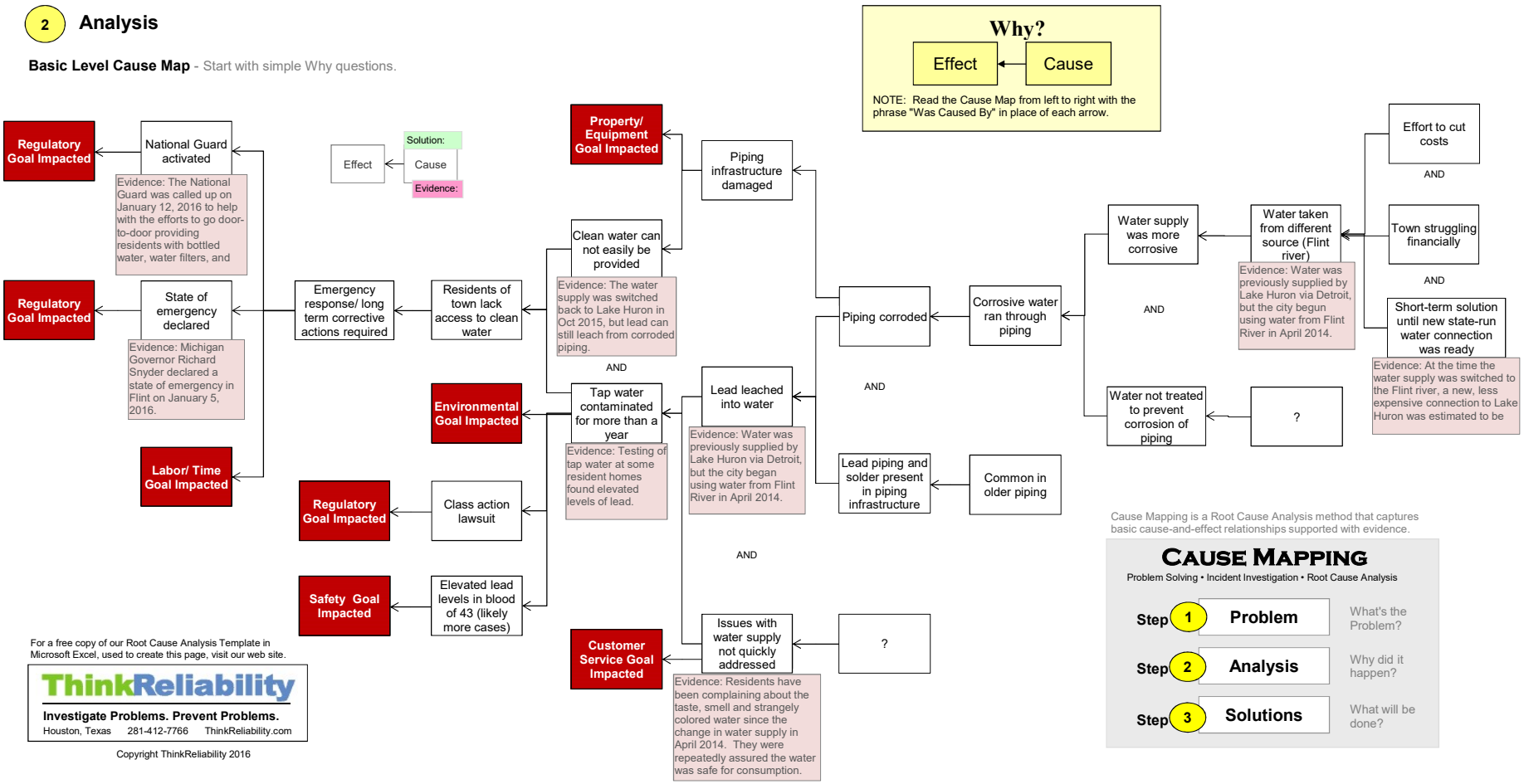
Researchers have determined that lead levels in the tap water in Flint, Michigan are 10 times higher than previously measured. Forty-three people have been found to have elevated lead levels in their blood and there are suspected to be more cases that have not been identified. Even at low levels, lead can be extremely damaging, especially to young children under 6. Lead exposure can cause neurological damage, decreased IQ, learning disabilities and behavior problems. The effects of lead exposure are irreversible.

"Flint has suffered a very serious water lead contamination event that was completely preventable—representing a tragic failure of state and federal government."

-Marc Edwards, the lead researcher on the Virginia Tech team that found elevated lead levels in blood of children from Flint

## 2 Analysis

**Basic Level Cause Map** - Start with simple Why questions.




Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

**CAUSE MAPPING**

Problem Solving • Incident Investigation • Root Cause Analysis

| | | |
|---|---|---|
| Step 1 | Problem | What's the Problem? |
| Step 2 | Analysis | Why did it happen? |
| Step 3 | Solutions | What will be done? |

For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.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