

INTERACTIVE CASE STUDY

Review each incident carefully, trace the clues, and identify the true root cause. Record your findings before checking the answer key below.

CONVEYOR BELT STOPPAGE

INCIDENT REPORT

SUMMARY:

On November 3rd, Packaging Line 2 stopped for 45 minutes. Operators reported that the conveyor jammed, causing 200 units of product loss.

TOOLS RECOMMENDED FOR ANALYSIS (check all that apply):

- ☐ 5 Whys
- ☐ Fishbone Diagram (Ishikawa)
- ☐ Cause Mapping
- ☐ Pareto Chart
- ☐ FMEA
- ☐ Other:

YOUR IDENTIFIED ROOT CAUSE:

CLUES:

- operator noted odd squealing noise from the motor 2 days earlier
- Maintenance log shows last lubrication check was 'skipped due to time constraints.'
- New operator had started on the line that morning
- Visual inspection revealed debris lodged near the drive gear

POTENTIAL RED HERRINGS??

- operator error (new hire)
- Debris as the sole cause

Answer Key

True Root Cause: Preventive maintenance skipped → lubrication failure → overheating motor → belt misaligned and jammed