

# THE PAGE OF QUESTIONS

THE ACCIDENT	CONDITIONS	ACTS	ROOT CAUSE QUESTIONS	THE PROCESS
<ol style="list-style-type: none"> <li>1) Don't pre-judge: get the facts</li> <li>2) Ask the injured first</li> <li>3) Ask witnesses, not the busybodies</li> <li>4) Go to the site and look around</li> <li>5) Who, What, Where, When, How</li> <li>6) What was the correct way to do this?</li> <li>7) Watch out for "agendas"               <ol style="list-style-type: none"> <li>a) Looking to lay blame or avoid it</li> <li>b) "Sending a message" to management</li> <li>c) Covering up a personal injury</li> <li>d) Recurring injuries to the same person</li> <li>e) Refer questionable claims.</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1) Is it broken or worn?</li> <li>2) Is it poorly maintained and it finally died?</li> <li>3) Is it too much weight for one person?</li> <li>4) Is it cluttered?</li> <li>5) Is there a trip/slip hazard? (holes, gravel, ice, wet floors...)</li> <li>6) Is it ergonomically incorrect?</li> <li>7) Is it a repetitive task that is part of the job?</li> <li>8) Is the correct equipment not available?</li> <li>9) Is it poorly designed? (windowless doors, jury-rigged...)</li> <li>10) Does it involve a student?</li> </ol>	<ol style="list-style-type: none"> <li>1) Not wearing PPE</li> <li>2) Poor lifting technique</li> <li>3) Repetitive Motion</li> <li>4) A slip, trip, or fall</li> <li>5) Lifting too much weight</li> <li>6) Forcing something</li> <li>7) Using the wrong tool (standing on a chair)</li> <li>8) Untrained</li> <li>9) The acts of others</li> </ol>	<ol style="list-style-type: none"> <li>1) Was this an event or cumulative?</li> <li>2) Is this task done rarely or routinely?</li> <li>3) When has this person been trained?</li> <li>4) Do other people do it this way?</li> <li>5) Is there an established procedure?</li> <li>6) Was the person physically able to do this?</li> <li>7) Is it possible to do it the right way?</li> <li>8) Did you know that doing it that way was dangerous?</li> <li>9) Why did you do it that way?</li> <li>10) Did you know it was broken?</li> <li>11) Is this the way you always do it?</li> <li>12) Could you do it right if your life depended on it?</li> </ol>	<ol style="list-style-type: none"> <li>1) State the Act/Condition</li> <li>2) Ask "Why did it occur?"</li> <li>3) Continue asking WHY over and over.</li> <li>4) The six root causes.</li> <li>5) Try to arrive at "Motivation" last. It is almost always present, but if you stop there, you may miss a lot.</li> <li>6) There's probably more than one root cause.</li> </ol>