CAST Incident Retrospectives

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Acknowledgement of Country

Belmont (in San Francisco Bay Area Peninsula)
Ancestral homeland of the Ramaytush Ohlone people

What is an Incident?

Bad

What is an Incident?

Bad
Unplanned

What is an Incident?

Bad
Unplanned
Willing to stop

What is an Incident Retrospective?

(Post-mortem)

What is an Incident Retrospective?

(Post-mortem)
Analyze

What is an Incident Retrospective?

(Post-mortem)
Analyze
Improve

Why is an Incident Retrospective?

Why is an Incident Retrospective?

Do better!

What is root cause analysis?

Find cause...

What is root cause analysis?

Find cause...eliminate!

Why not root cause analysis?

More than one

Why not root cause analysis?

More than one
Too specific

Why not root cause analysis?

More than one
Too specific
Not controllable

System

Components

System

Components
You control

Environment

Influences behavior

Environment

Influences behavior
Not system

Control

Input

Control

Input
to output

Loss

Undesired behavior

Safety Control

Control

Safety Control

Control
Prevent loss

Hazard

Input to system

Hazard

Input to system
led to problem

Timeline

What happened

Timeline

What happened
When

Loss

Why it was bad?

Loss Analysis

Causal path

Loss Analysis

Causal path
Hazard

Loss Analysis

Causal path
Hazard
Loss

Safety Control Failures

For each safety control:

Safety Control Failures

For each safety control:
Why it didn't prevent loss

Safety Control Problems

Suggest fixes!

Missing Safety Controls

Suggest implementation!

Systemic Problems

Process

Systemic Problems

Process
Incorrect assumptions

Improvement plan

Concrete

Improvement plan

Concrete
Specific

Improvement plan

Concrete
Specific
List

CAST: Plan

Process ready

CAST: Apply

Incident?

CAST: Apply

Incident?
Assign

CAST: Apply

Incident?
Assign
Review

CAST: Apply

Incident?
Assign
Review
Act

CAST: Improve

CAST is a Safety Control