

Individually, read the case.

In teams:

Review the situation.

Agree on the root cause.

Take \_\_\_\_ min. Finish by \_\_\_\_.

# The Root Cause of the Spoiled Sailing

## Introduction

Imagine that you are the director of a Greek charter sailboat company on the island of Mykonos, and just before 11 am on May 3rd your business manager steps into your office with the following warning: "A few highly frustrated client renters are expected to visit at any moment. They can't go sailing today, and I suspect they will issue a claim for damages."

## What happened?

After boarding the boat this morning, the renters noticed the engine did not start because the batteries were dead (no charge). It takes quite some time to fully charge these batteries, and the renters will have to stay on shore for about six hours while the batteries charge.

We can't replace the batteries with full batteries because our reserve

batteries are useless thanks to a storm we had a few days ago which flooded the spare battery storage area and has rendered the spares unusable. Usually, after a boat is returned a full inspection takes place. In this boat, it appears that the refrigerator cooling system was turned on as usual and the automatic battery charger was working perfectly when it was checked yesterday.

Electricity from shore for the battery charger was probably shut off early last evening because the ground fault switch (Residual Current Device or Ground Fault Interrupt) was activated for this boat. The ground switch protects the electricity supply for each electrical outlet and removes power when cables or plugs get wet or end up in the sea.

Last night we connected the battery charger to our own new cables with new waterproof plugs. After the heavy rainstorm yesterday evening, we found that the inside of the plugs was full of fresh water. The cable up to and including the ground switch is owned by the Harbour Master; beyond that point, it is the responsibility of our marina.

