

Root Cause Analysis and Incident Investigation

C120 Classroom

Day 1 DAY 1: 8:00 A.M. TO 5:00 P.M. (Eastern Time)

- Basics of Incidents and Investigations – Section 1
- Workshop: Identifying causal factors and root causes
- Analyzing data (Timelines)
- Workshop: Timeline

Day 2 DAY 2: 8:00 A.M. TO 5:00 P.M. (Eastern Time)

- Analyzing data
- Workshop: Using case and effect tree analysis
- Determining root causes
- Workshop: Identifying root causes using the Root Cause Map technique
- Developing conclusions and recommendations

Day 3 DAY 3: 8:00 A.M. TO 5:00 P.M. (Eastern Time)

- Workshop: Developing recommendations
- Completing the investigation
- Initiating the investigation
- Gathering people, physical, paper and position data
- Overview of results trending
- Selecting problems for analysis
- Overview of developing and implementing an incident investigation program
- Workshop: Simulated incident investigation
- Certification examination (optional)