

Root Cause Analysis and Incident Investigation

C120 Virtual

DAY 1: 11:00 A.M. TO 5:00 P.M. (Eastern Time) (Lunch 13:00-13:30)

- Introductions and Course Logistics
- Basics of Incidents and Investigations – Section 1
 - SOURCE Methodology flowchart
 - Terminology: causal factor, root cause, management system
 - Applying the terminology - video
 - Workshop: Identifying causal factors and root causes
- Initiating Investigations – Section 2
 - Securing the site
 - Overview of incident management tasks
 - Overview of investigation teams

DAY 2: 11:00 A.M. TO 5:00 P.M. (Eastern Time) (Lunch 13:00-13:30)

- Gathering Data – Section 3
 - Types of data: The four P's: people, physical, paper, and position
 - Overview of interviewing techniques
 - Workshop: Identifying data needs
- Analyzing Data – Section 4
 - Incident timelines
 - Workshop: Developing timelines – instructor-led example
 - Workshop: Developing timelines – participant groups

DAY 3: 11:00 A.M. TO 5:00 P.M. (Eastern Time) (Lunch 13:00-13:30)

- Analyzing Data (continued)
 - Workshop: Developing timelines – participant groups (cont.)
 - Cause and effect trees
 - Workshop: Developing cause and effect trees – instructor-led example
 - Workshop: Developing cause and effect trees – participant groups

DAY 4: 11:00 A.M. TO 5:00 P.M. (Eastern Time) (Lunch 13:00-13:30)

- Identifying Root Causes – Section 5
 - Workshop: Identifying root causes using the Root Cause Map
- Developing Recommendations – Section 6
 - Workshop: Developing recommendations

DAY 5: 11:00 A.M. TO 5:00 P.M. (Eastern Time) (Lunch 13:00-13:30)

- Workshop: Developing recommendations – cont.
- Completing the Investigation – Section 7
 - Report writing
 - Communication of results
 - Tracking and trending
- General Resources
 - Investigation Review Criteria
 - Course wrap-up
- Course examination (optional)