Incident Investigation & Root Cause Analysis

Learn how to carry out robust incident investigations, apply effective root cause analysis techniques and deliver value-adding reports.

This 2-day course is scenario-driven, allowing participants to practise and apply the skills learned to a case study throughout the programme. Developed by former investigative professionals, the topics covered will ensure that delegates are able to carry out a thorough and unbiased investigation into any type of incident. The evidence gathered can then be used to deliver accurate and consistent root cause analysis which can be followed up with effective preventive actions.

The course will prepare delegates to carry out investigations and RCA on operational incidents or issues in their workplace, at a proportionate level, and deliver results that the organisation can use to trend outputs, identify leading indicators, and drive real improvement.

COURSE DURATION
2 days

CPD
Equivalent to 14 hours

COURSE PRICE
From £945 + VAT

DATES & VENUES
View dates & venues

CERTIFICATES
All delegates will receive a certificate on completion.

Course details >

Who should attend?

This course is suitable for those interested in identifying and solving problems in any industry sector, including:

- HSE professionals
- managers responsible for process and quality improvements
- quality managers
- internal and external auditors
- line managers and supervisors involved in managing customer and/or supplier relationships
- problem-solving team members and leaders
- product or process designers
- industrial, production and process engineers

Key topics

Topics covered on the course include:

- investigation setup
- investigator mindset
- behaviour/workplace psychology
- investigator bias
- event mapping
- incident scene/equipment examination
- human factors considerations
- control measure evaluation
- identifying witnesses
- carrying out witness interviews
- causation identification
- human error analysis
- root cause categories
- root cause analysis process
- identifying preventive actions
- report writing
- proactive vs reactive analysis
- root cause trending and data

Skills gained

On completion of this Investigation & Root Cause Analysis training course delegates will be able to:

- carry out robust and unbiased investigations into operational incidents or issues
- use proven tools and techniques to identify and document the root causes of problems that exist across the organisation
- develop and propose effective solutions that address the causes of issues to prevent problems recurring
- communicate their findings and recommendations to their colleagues and senior management
- supply accurate and consistent data to allow trending of issues and identification of leading indicators

Delegates will receive a Certificate of Completion in recognition of their new Incident Investigation & Root Cause Analysis knowledge and skills and commitment to professional development.

Course agenda ›

Course agenda

Our training courses are designed to optimise the learning experience for delegates both in face-to-face settings and in our Virtual Classroom.

Under the guidance of our expert tutors, attendees will follow an agenda which is briefly outlined below:

- Welcome and Introductions
- Module 1 Why do we Investigate?
- Module 2 Investigator Mindset
- Module 3 Planning & Team Selection
- Workshop 1 Case Study Review / Planning
- Module 4 Event Mapping
- Workshop 2 Build Investigation Timeline
- Module 5 Information Gathering
- Moudle 6 Human Factors in RCA
- Module 7 Interviewing Personnel
- Workshop 3 Interview Planning
- Workshop 4 Witness Interviews
- Module 8 Transition to Analysis
- Workshop 5 Control Measure & Change Evaluation
- Module 9 Identifying Causation
- Workshop 6 Identify Causation Factors
- Module 10 Root Cause Analysis
- Workshop 7 Root Cause Selection
- Module 11 Actions & Reporting
- Module 12 Root Cause Data & Learning
- Review & Close

In-company training

Ideal for groups, you can receive this course exclusively for your organisation at your premises or online in our user-friendly Virtual Classroom.

Enjoy cost-effective flexibility and personalised learning with tailored messaging designed to address your unique business challenges. Contact us for a quote.

Read our Root Cause Analysis training course reviews

Why train with Bywater?

Bywater is the leading independent provider of professional management systems training in the UK.

Our expert training offers practical understanding of how to realise the benefits and assess the success of implementing and operating successful management systems.

Bywater delegates know they can rely on proven training delivered by experts at times and locations to suit their needs.

40 years established

100+ course titles

15 UK locations

1000+ courses annually

🌐 Global Virtual Classroom

CQI & IRCA, ISEP, RSS and IOSH approved training provider.

📅 **VIEW DATES & VENUES**

Booking is easy

Simply select a course date and venue and fill in the online form. View our full range of courses at **www.bywater.co.uk**

If you have any questions please call us on 0333 123 9001, use our online chat or email **contact@bywater.co.uk**

Bywater