



Incident investigation & root cause analysis

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Background

When incidents occur it is essential that we learn from them and identify the causes that led to them. By identifying both the immediate causes and, more especially, the underlying root causes, we can put in additional or improved controls to eliminate or reduce the risk of a recurrence.

When investigating incidents it is important that this is carried out as soon as possible so the most appropriate person to take initial responsibility for the investigation is a line manager.

This course looks at the benefits of carrying out thorough investigations and gives practical guidance to those who may be involved.

OBJECTIVES

At the end of the course you will be able to:

- Understand the reasons for investigating incidents.
- Understand the benefits to the organisation and employees.
- Understand the types of incident to be investigated.
- Carry out an effective investigation.
- Identify immediate and root causes of the incident.
- Develop an action plan to prevent recurrence.

TOPICS

- Why investigate incidents?
- Legal requirements for reporting & investigating incidents.
- Categories of incident including 'near miss' reporting & investigation.
- Developing an incident investigation process.
- Immediate & root causes.
- Who should investigate incidents?
- When should the incident be investigated?
- Where to investigate the incident?
- Developing an action plan.
- Analysing incident data.

DURATION

This is a one day course

COST

As a public course: £195 +VAT
per delegate

As an in-house course: £1,000 + VAT for up to
15 delegates