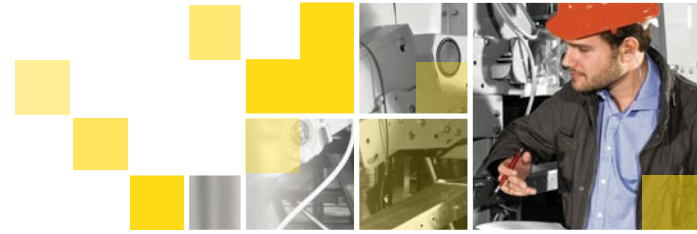


➤ Incident Investigation and Analysis *1 Day*



ASSESSING PERFORMANCE // IMPROVING QUALITY // CREATING CONFIDENCE

➤ Purpose

Build your knowledge of the incident investigation process. Learn how to evaluate, define and investigate workplace incidents, identify causes, implement corrective and preventative actions, and report your findings and recommendations.

➤ Course Outline

This course will cover the following:

- The Incident Investigation Process
- Investigation Analysis Techniques
- Reporting on Investigations

➤ Learning Outcomes

At the end of this workshop, participants will have the knowledge to:

- Describe the incident investigation process.
- Differentiate between various causal factors of incidents including direct, contributing and root causes.
- Use effective questioning techniques during interviews to gain facts and information.
- Apply analytical techniques to identify the sequence of events that result in incidents.
- Apply methods of root cause analysis using a real incident scenario.
- Understand the relationship between root causes, corrective actions and improvements in management systems.

➤ Benefits

A highly interactive course using real case scenarios that will enable participants to use the incident analysis techniques from the course immediately on return to their workplace.

➤ International Scope

Internationally recognised incident analysis techniques.

➤ Who should attend?

This course is especially useful to those who need to clearly identify workplace problems and document incidents. Quality managers, engineers, safety managers and teams implementing AS/NZS 4801 and ISO initiatives.

➤ Frequently Asked Questions

What if I have never conducted an incident investigation?

The course is designed at an introductory level and to cater for all backgrounds.