HSE 2020

BTS
Training & Consultancy

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Incident Investigator & Apollo Root Cause Analyst

Duration: 5 Days

Introduction:

Many organizations fail to learn from their mistakes and near misses, some organizations even fail to learn from their accidents. Often, one can see the same accidents happening over and over again. There are many reasons why organizations do not learn to prevent the recurrence of accidents. When an accident occurs, it is important that it be investigated thoroughly. The results of a comprehensive accident report can help organizations pinpoint the cause of the accident. This information can then be used to prevent future accidents, which is the primary purpose of accident investigation.

This course teaches how to lead investigations and root cause analyses using various techniques such as Fault Tree Analysis and Root Cause Charts. This is a "How To" course designed to teach skills.

- A 1 day introduction to effective problem solving and root cause analysis using the Apollo Root Cause Analysis method.
- This is a perfect first course in effective problem solving for anyone and a required course for anyone who participates in a Root Cause Analysis
- The Participants will learn how to apply ARCA to both simple systems and complex groups of systems.

Course Key Learning:

- The students will learn the Apollo Problem Solving methodology. They will work several instructor - led exercises that build upon each other to learn how to identify causes and to recognize the difference between actions and conditions.
- The students will be exposed to a new way of thinking about a problem and learn a step by step method to solve any problem the work place can present.

- Each module builds upon the progression of effective solution generation in an approach that complements the ARCA method facilitator Course and its methodology.

Methodology

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

Certificate

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration.

Who Should Attend?

This course is appropriate for everyone involved in the incident investigation – root cause analysis.

Course Objectives:

After completing this course you will be able to:

- How to meet regulatory requirements for incident investigations.
- How to develop and implement a structured program.
  - Designed for learning from incidents.
  - Why and how to define misses.
  - How to train others to recognize and report incidents.
  - Includes planning for trending of data.
- How to initiate and conduct an investigation.
  - Establishing an effective team quickly.
  - Methods for collecting different types of data, including effective interviewing skills.

- How and when to apply causal factor and root cause analysis for investigating process and non-process incidents.
- How to develop appropriate recommendations to address root causes at various levels to avoid future incidents .
- How to structure reports.
- Via actual industry examples and workshops, learn key points and practice your new skills.

Course Outline:

1. **Traditional approach to accident prevention**

- Why we prevent accidents?
- Major accident history.

2. **ACCIDENT theories**

- Single factor theory
- Energy theory
- Multiple factor theory
- Domino theory
- Modern causation model

3. **ACCIDENT CAUSATION**

- Unsafe Acts
- Unsafe Conditions (Environmental)
- Unsafe Personal Factors

4. **ACCIDENT PREVENTION PROGRAM**

- Principles of the accident prevention process success.
- Key elements of an accident prevention program.
- Principles of risk management for accident prevention program.

5. **ACCIDENT / INCIDENT INVESTIGATION**

- Why investigate?
- What to investigate?
- Who investigates?
- When to investigate?
- Phases in the investigation process

6. **ROOT CAUSES ANALYSIS**

- What is RCA?
- Why do an RCA
- Where did it come from?
- RCA model
- When is an RCA done?
- Why is an RCA important?
- When not to do an RCA?

7. **How RCA's Work**

- Key RCA roles
- NORMS-based analysis of information
- Development of corrective and preventive actions
- Review findings, assess, and implement actions
- Writing a Good Report and lessons to be learned
- Action plan and follow up