

TapRoot® Advanced Root Cause Analysis Team Leader Training

Introduction

The 5-Day Training is for people who investigate precursor incidents and, perhaps, major incidents (serious injuries, fatalities, major facility upsets, fires and explosions, or significant environmental releases). The course covers the essential TapRoot® Techniques (SnapCharT®, Safeguards Analysis, the Root Cause Tree®, and the Corrective Action Helper®), and the optional tools (Change Analysis, CHAP, and Equifactor®) that are used in a complex investigation. In addition, the course covers advanced interviewing and information collection techniques and techniques to improve human performance. There are frequent exercises using

the TapRoot® Software so that attendees leave with significant practice of the skills they will apply when they get back to work.

Who should attend

The TapRoot Advanced Root Cause Analysis Team Leader Training is for those who want to learn the essential and advanced TapRoot techniques and to use the TapRoot Software (by using it in training).

Objective:

At the end of the training/workshop, delegates will have good knowledge about advanced TapRoot Techniques include:

- **Cognitive Interviewing**- an advanced interviewing technique that helps the interview recall for more information.
- **Change Analysis**- an information collection and analysis technique that compares successful performance to the incident or reliable equipment performance to unreliable equipment to discover problems.
- **Safeguards Analysis**- a method to evaluate defenses, identify casual factors, and improve corrective action.
- **Critical Human Action Profile (CHAP)**- an information collection method used to develop a detailed profile of a specific task involved in a human error caused incident.
- **Equifactor Equipment Troubleshooting**- expanded equipment troubleshooting tab;es from equipment reliability expert Heinz Bloc

Course Outline:

Day One

- Class Introductions and TapRoot® Introduction
- TapRoot® System Overview – What You'll Be Learning
- SnapCharT® Basics – Gathering Information
- SnapCharT® Exercise – Practice
- Causal Factors – Identifying the Errors
- Root Cause Tree® – Eliminating Blame
- Root Cause Tree® Exercise – On Your Own
- Corrective Actions – Developing Fixes
- Corrective Action Exercise

Day Two

Software Tips

- Generic Causes – Systemic Problems
- Enhanced Corrective Actions
- Preparing for Your Investigation
- Collecting Information
- Interviewing
- Interviewing Exercise
- Interviewing Exercise (RCA)

Day Three

Management System & Changing Behavior

- Equifactor®
- Human Engineering
- CHAP & Exercise
- Change Analysis
- Change Analysis Exercise
- Improving Procedures
- Putting It All Together
- Work Direction & Exercise

Day Four

Human Factors Jeopardy

- Proactive Improvement
- Auditing Using Safeguard Analysis
- Water Hammer Exercise
- Analyzing Training Problems
- Grading Investigations
- Presenting to Management
- Frequently Asked Questions
- Start Final Exercise (SnapCharT®)

Day Five

Final Exercise: Safeguards Analysis

- Final Exercise: Define Causal Factors
- Final Exercise: Find Root Causes
- Final Exercise: Find Generic Causes
- Final Exercise: Develop Fixes
- Final Exercise: Presentations