

Event Programme

Incident Investigation Good Practices

**12 June 2019 – Manchester Airport Marriott Hotel,
Hale Road, Hale Barns, Altrincham, WA15 8XW**



Who should attend?

This course has been designed for anyone who investigates incidents and near misses to increase their underpinning knowledge of good practices. This will include those who complete incident investigations or those who review and approve incident investigation reports. It is also appropriate for managers who have responsibility for the audit and review of the safety management system to understand good practices for incident and near miss investigation reporting.

Why attend?

Incident and near miss investigation is an important feedback loop for a company safety management system. Suitably detailed and robust investigations and subsequent follow-up can help prevent the same and / or other similar incidents re-occurring. Taking a step-by-step logical approach to incident investigation, along with use of a Root Cause Analysis (RCA) tool, allows a robustness and rigour to investigation reporting to be introduced.

The course will provide an overview of incident investigation good practices such as;

- The importance of investigating
- Why you should ideally determine the level of investigation based on incident potential
- How understanding evidence types and use of a timeline and storyboard can assist the investigative process
- How to review and use evidence to support RCA and improve the robustness of investigations
- The importance of getting back to the underlying management system failings to provide wider benefits
- Why completing actions and sharing lessons learned is the most important part of the incident investigation process

The incident investigation good practices training will be in the form of a one-day course consisting of presentations, workshop exercises and will provide learners with an understanding of good practices.

Programme

09:30	Coffee and Registration
10:00	<ul style="list-style-type: none"> • The importance of investigating. • Why you should ideally determine the level of investigation based on incident potential. • Exercise
11:00	Break
11:15	<ul style="list-style-type: none"> • How a timeline and storyboard can assist the investigative process. • Exercise
12:30	Lunch & Networking
13:00	<ul style="list-style-type: none"> • How to review and use evidence to support root cause analysis and improve the robustness of investigations. • The importance of getting back to the underlying management system failings to provide wider benefits. • Exercise
14:30	Break
14:45	<ul style="list-style-type: none"> • Why completing actions and sharing lessons learned is the most important part of the incident investigation process. • Exercise
15:45	Q & A / Final Discussion
16:00	Close