

Day 1: Incident Investigation Fundamentals and Process (8 hours)

1. Introduction to Incident Investigation (1 hour)

- Importance of incident investigation
- Regulatory requirements and industry standards

2. Incident Investigation Process (2 hours)

- Identifying and reporting incidents
- Gathering evidence and conducting interviews
- Analyzing data and identifying root causes

3. Investigation Tools and Techniques (2 hours)

- Using tools like 5 Whys, fishbone diagrams, and fault tree analysis
- Best practices for conducting effective investigations

4. Case Study: Incident Investigation Example (1 hour)

- Group discussion and analysis of a real-life incident investigation

5. Group Exercise: Incident Investigation Scenario (1 hour)

- Participants practice conducting an incident investigation using a scenario-based exercise

6. Wrap-up and Q&A (1 hour)

Day 2: Advanced Incident Investigation Topics and Best Practices (8 hours)

1. Root Cause Analysis and Corrective Actions (2 hours)

- Identifying and prioritizing corrective actions
- Implementing and tracking corrective actions

2. Investigation Reporting and Communication (1.5 hours)

- Writing effective investigation reports
- Communicating investigation findings and recommendations

3. Investigation Best Practices and Lessons Learned (1.5 hours)

- Continuous improvement and learning from incidents
- Best practices for incident investigation and reporting

4. Advanced Investigation Techniques (1 hour)

- Using advanced tools and techniques for complex investigations
- Managing investigation teams and stakeholders

5. Group Discussion: Incident Investigation Challenges (1 hour)

- Participants discuss common challenges and share experiences

6. Conclusion and Next Steps (1 hour)