The Investigation — Unplanned Event → Information Gathering (Input Data, Quality Assurance) → Event Analysis (Human Performance, Resource Efficient Analysis) → Corrective Action (Analysis Validation, Quality Control) → Implementation (Learning Metrics, Key Performance Indicators) → Risk Eliminated

Incident Investigation Training

While many companies invest heavily in sophisticated cause & effect analysis tools and training, few deliver instruction in the necessary foundational step of acquiring good quality evidence after an unplanned event.

Poor quality data does not provide an adequate basis for an incident investigation. Corrective actions can only be as good as the understanding of cause and effect relationships allows, and that in itself is completely dependent on the underlying data and evidence. Castles built on sand will not stand.

Front-line personnel on location when an unplanned event occurs are best placed to collect comprehensive and high-fidelity data before it degrades beyond usefulness. This workshop equips them to do so, and continues the investigative narrative all the way through to implementation of effective solutions and measuring the organizational response to things going wrong.

This modular workshop complements vPSI Group's existing training portfolio. Each module includes case studies with hands on practice and role playing, covering:

◊ Data gathering and fact finding

◊ Interview techniques

◊ Efficient event analysis using methods scaled to the complexity of the incident

◊ Developing relevant and effective corrective actions that are fit for purpose and the best possible solution to the problem encountered

◊ Measuring organizational response to things going wrong

Post-training case study work can be included to cement the competencies delivered by this workshop.

Modules may be delivered stand-alone or in various permutations. Combined together, they form a full 2 or 3 day training program.

Like all vPSI training offerings, these modules are customizable.

Who should attend?

Personnel at all levels of the organization will benefit from this training.

Attendees can include front-line personnel, line management, HSEQ, and supervisors.

Additionally, anyone who reports or investigates unplanned events (such as Accidents and Near Misses) and those who develop or implement corrective actions will find value in this course.

Deliverables

◊ Training in collection of comprehensive and high fidelity information on which a quality investigation can be based

◊ Simple analytical tools that can be used effectively even by inexperienced investigators

◊ Training in development and implementation of relevant and effective corrective actions

◊ A proven platform for continuous improvement

More Effective, More Efficient