

# SIRF Roundtables

## Problem Solving

# SHEQ (ICAM)

## Incident Investigation & Reporting



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## Incident Investigation

### Introduction

Professor James Reason discovered that there are often many interconnected factors leading up to an incident. In fact, there are often several layers of protection that must break down for major, catastrophic incidents to eventuate.

Each layer of protection may be incomplete or lacking in some area like a piece of swiss cheese providing gaps that allow that layer of protection to be penetrated. When multiple layers of protection are penetrated the scale of incident can escalate rapidly.

This course & the SHEQ software provide a great foundation to perform sound incident investigations & build concise SHEQ reports.

### Learning Outcomes

- **PROCESS:** Understanding of Professor James Reason's Swiss Cheese & the well known Incident Cause Analysis Model for incident investigation (ICAM)
- **CLARITY** Learn to develop a clear understanding of incidents taking in account the many types of causes and consequences
- **IDEATION:** Understand how to develop a sound list of potential causes using the Ishikawa / Fishbone model. This is critical for good analysis of incidents
- **TAGGING:** Understanding that effective grouping of causes around the layers of protection is a very effective way of categorizing for the reporting process. The interactive SHEQ software supports this very effectively
- **REPORT:** Understanding how to develop structured, concise and compelling reports for incidents with well thought out recommendations

### Business Benefits

- Companies that utilize the principles of the SHEQ methodology experience:
- Sound understanding of the layers of protection
  - Structured brainstorming capability following James Reason's Swiss Cheese causation model
  - Clear grouping of cause types and strong reporting system
  - Well-structured reporting capability which meets the needs of internal stakeholders, management and outside authorities.
  - Companies who use the SHEQ analysis & reporting system build their reputation and self-insurance requirements



Contact for more information:  
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# SHEQ (ICAM)

## Incident Investigation

### Course Outline

- Why do formal incident investigations
- James Reason's Swiss Cheese causation model
- Training on each of the steps in the SHEQ software on the RCA2Go web-based platform
- Theory, exercises and a case study on SHEQ
- Slide pack, video & breakout group activities
- Tagging / grouping causes based on the layers of protection
- Case study for familiarization
- Analysis of causes & causation groupings
- Using cause category groupings as the basis for composing for your incident report.
- Building a well-structured incident investigation based on the analysis for reporting to senior management or an outside authority



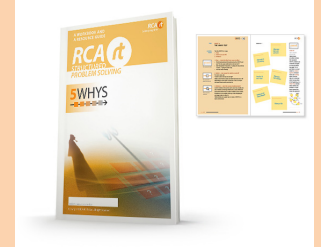
### Workshop Methodology

The workshop is activity based with a mix of theory, video content, worked scenario's followed by a real life incident investigation & report development from the trainee's workplace

### Who Should Attend

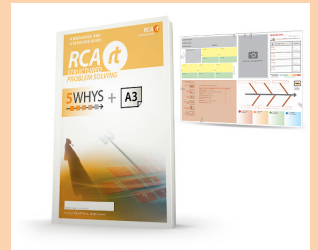
This training is aimed at SHEQ professionals and anyone wishing to perform formal incident investigations & provide sound report/s to senior management and/or an outside authority

### Other Courses 5 Why's



- When to use 5 Why's
- Three-way test
- Real problems

### A3 Problem-Solving



- Fishbone / Ishikawa
- An effective A3
- When to use an A3
- Real problem

### 12-Step RCA & Cause Tree



- 12-Step RCA & RCA2Go software; the ideal tool for complex problems.
- Cause tree, solutions, ROI, recommendations & real workplace issue



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## Incident Investigation

### About Our Trainers

All of our trainers are accredited by RCARt on the training delivery & software coaching. Our trainers are experienced in problem solving & incident investigation across a broad range of industries including: mining, mineral processing, manufacturing, dairy, food, water, power generation, timber, defence, manufacturing assembly, oil & gas, pharmaceutical, pulp & paper, automotive, health care & government to name a few.

All of our trainers pride themselves on delivering genuine business outcomes from every 5 Why, A3, 12-Step RCA and SHEQ (ICAM) course delivery.

It is said you are only as good as your last effort and we take pride in making sure our delivery is of the highest standard possible regardless of the delivery mode / location.

### Pre-requisite

NOTE: The 12-Step RCA course including RCA2Go software is a pre-requisite for this SHEQ course.

- Trainees who have completed our 12-Step RCA course BUT NOT the RCA2Go software will be required to participate in a 3hr RCA2Go software pre-training session.

### Testimonials

"The RCA training Jeff has delivered has started our journey on a better process for investigating and learning. I've already seen positive impacts in the team from those who have conducted the training. The program looks easy to use and there are more now lining up for future sessions - it's great to see some positive energy" – Lochard Energy



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