

OBS6680

RCA - Root Cause Analysis Investigation

Duration 2 days

Target group Any individual who will support or lead incident investigation activities.

Prerequisites None

Objective Take a structured approach to completing a formal investigation using RCA or 5 Whys techniques.

Contents Human Performance and Human Factors
Evidence Collection and Documentation
Interviewing Techniques
5 Whys Analysis Techniques
Report writing and SMART Actions
Practical Exercises

Exam