

OBS6680

## **RCA - Root Cause Analysis Investigation**

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**Duration** 2 days

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

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**Prerequisites** None

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

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

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**Exam**