

OBS6680

RCA - Root Cause Analysis Investigation

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