



Agenda for RCA Class

Day 1	DAY 1: 8:00 A.M. TO 5:00 P.M. (Eastern Time)
	Basics of Incidents and Investigations – Section 1
	Workshop: Identifying causal factors and root causes
	Analyzing data (Timelines)
	Workshop: Timeline
Day 2	DAY 2: 8:00 A.M. TO 5:00 P.M. (Eastern Time)
	Analyzing data
	Workshop: Using case and effect tree analysis
	Determining root causes
	Workshop: Identifying root causes using the Root Cause Map technique
	Developing conclusions and recommendations
Day 3	DAY 3: 8:00 A.M. TO 5:00 P.M. (Eastern Time)
	Workshop: Developing recommendations
	Completing the investigation
	Initiating the investigation
	Gathering people, physical, paper and position data
	Overview of results trending
	Selecting problems for analysis
	Overview of developing and implementing an incident investigation program
	Workshop: Simulated incident investigation
	Certification examination (optional)