DAY 1: 11:00 am TO 5:00 pm (Eastern)*

- Basics of Incident Investigation
  - Three principles for achieving operations excellence
  - Root cause-management system approach to RCA
  - Terminology: causal factors, root cause, management system, safeguard
  - Workshop: Identifying causal factors and root causes
  - Selecting the suitable level of analysis for incidents

- Initiating Investigations
  - Who does what?
  - Notification
  - Emergency response activities
  - Immediate investigation activities
  - Beginning the investigation

- Gathering and Preserving Data
  - Types of data
  - Prioritizing data gathering
  - Discussion of each data type
  - Workshop: Interview questions
  - Data collection planning
  - Workshop: Data checklist development

DAY 2: 11:00 am TO 5:00 pm (Eastern)*

- Analyzing Data
  - Overall goal and major analysis steps
  - Applicability of analysis techniques
  - Discussion of timeline technique
    - Capabilities and limitations
    - Structure and elements
    - Procedural steps – important things to remember
  - Demonstration
  - Workshop

- Identifying Root Causes
  - Introduction
  - Discussion of 5-whys technique
    - Capabilities and limitations
    - Structure and elements
    - Procedural steps – important things to remember
  - Demonstration
  - Workshop
DAY 3: 11:00 am TO 5:00 pm (Eastern)*

- Identifying Root Causes (continued)
  - ABS Marine Root Cause Analysis Map
    - Discussion
    - Workshop: Identifying root causes
  - Documenting root causes
  - Developing Recommendations
    - Key concepts
    - Types, levels, and time frames
    - Process steps for making recommendations
    - Stating and presenting recommendations in report [3]
    - Managing recommendations – resolution

- Completing the investigation
  - Items in the report, tips for writing the report

DAY 4: 11:00 am TO 5:00 pm (Eastern)*

- Initiating Investigations
  - Incident classification
  - Managing the investigation
  - Assembling a team

- Completing the investigation
  - Special considerations
  - Incident investigation program issues

- Discussion of other analytical techniques: Simplified fault tree and causal factor charting
  - Capabilities and limitations
  - Structure and elements
  - Procedural steps – important things to remember
  - Demonstration
  - Workshop

*Lunch Break of 30 minutes from approximately 2 pm to 2:30 pm (Eastern)