



Agenda for Remote RCA Class

Day 1	DAY 1: 11:00 A.M. TO 5:00 P.M. (Eastern Time) (Lunch 13:00-13:30)
	Introductions and Course Logistics
	Basics of Incidents and Investigations – Section 1
	SOURCE Methodology flowchart
	Terminology: causal factor, root cause, management system
	Applying the terminology - video
	<i>Workshop: Identifying causal factors and root causes</i>
	Initiating Investigations – Section 2
	Securing the site
	Overview of incident management tasks
	Overview of investigation teams
Day 2	DAY 2: 11:00 A.M. TO 5:00 P.M. (Eastern Time) (Lunch 13:00-13:30)
11:00 – 13:00	Gathering Data – Section 3
	Types of data: The four P's: people, physical, paper, and position
	Overview of interviewing techniques
	<i>Workshop: Identifying data needs</i>
	Analyzing Data – Section 4
	Incident timelines
	<i>Workshop: Developing timelines – instructor-led example</i>
	<i>Workshop: Developing timelines – participant groups</i>
Day 3	DAY 3: 11:00 A.M. TO 5:00 P.M. (Eastern Time) (Lunch 13:00-13:30)
	Analyzing Data (continued)
	<i>Workshop: Developing timelines – participant groups (cont.)</i>
	Cause and effect trees
	<i>Workshop: Developing cause and effect trees – instructor-led example</i>
	<i>Workshop: Developing cause and effect trees – participant groups</i>
Day 4	DAY 4: 11:00 A.M. TO 5:00 P.M. (Eastern Time) (Lunch 13:00-13:30)
	Identifying Root Causes – Section 5
	<i>Workshop: Identifying root causes using the Root Cause Map</i>
	Developing Recommendations – Section 6
	<i>Workshop: Developing recommendations</i>
Day 5	DAY 5: 11:00 A.M. TO 5:00 P.M. (Eastern Time) (Lunch 13:00-13:30)
	<i>Workshop: Developing recommendations – cont.</i>
	Completing the Investigation – Section 7
	Report writing
	Communication of results
	Tracking and trending
	General Resources
	Investigation Review Criteria
	Course wrap-up
	Course examination (optional)