Incident Investigation (II)

Course Description

Course Overview
The goal of this course is to provide a thorough understanding on how to conduct an effective incident investigation. Participants will collaborate in small investigative teams to analyze incident case studies. They will use the learning from the course and apply critical thinking skills to conduct an incident investigation during the course.

Audience
The incident investigation course is designed for operations and maintenance managers; operations, technical, and maintenance engineers; incident investigation element leaders and team members; and site Process Safety Management (PSM) leaders.

Learning Objectives
In order to accelerate skill development, this course features a problem-based learning approach that provides a collaborative job-focused experience. Participants will get information on the 8-step incident investigation process and see how the process influences PSM, apply critical thinking skills to job-related incidents and environmental conditions, demonstrate understanding by implementing a technically challenging and realistic Why Tree Analysis and collaboratively build a personal compilation of recommendations to apply on the job.

Length:
2.5-day course

Pre-requisites:
• PSM 101: PSM Overview
• Prior exposure to operations, maintenance, or projects

Module 1:
Placing and Preparing for an Incident Investigation
This module discusses the value that an investigation holds for a PSM system. It also looks at the different incident categories and the risks of a misdiagnosis.

Module 2:
The Eight Step Process of Incident Investigation
Participants will hear about the Why Tree Root Cause Failure Method process and then use the process to uncover incident causes.

Results and Path Forward
After completing this course, participants should compile a list of action items based on their learning to apply back on the job. This starts with writing new or upgrading existing incident investigation (II) procedures. To build competency at the individual level, the participant should identify a coach, apply the updated procedure to select incidents in their area, and get assessed on the competency requirements for applying II.

It is recommended that participants go through an e-learning refresher course once a year and instructor-led refresher training once every three years.