

ACCIDENT INCIDENT INVESTIGATION & ROOT CAUSE ANALYSIS

““Improving Workplace Safety by Investigating Incidents and Eliminating Root Causes””

Schedule

Date	Venue	Fees
04 – 06 Mar 2026	Kuala Lumpur – Malaysia	USD 2495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Accidents and near-misses in the workplace are signals of deeper system weaknesses. Effective investigation and root cause analysis (RCA) are essential for preventing recurrence, reducing risk, and fostering a proactive safety culture.

This intensive 3-day course equips safety officers, investigators, and operational leaders with the skills to conduct structured incident investigations using internationally recognized RCA methods. Participants will learn to collect evidence, interview witnesses, identify causal factors, and develop meaningful corrective actions to enhance workplace safety.

Objectives

- By the end of this course, participants will be able to:
- Plan and conduct thorough accident and incident investigations
 - Apply structured methods such as the “5 Whys,” fault tree, and fishbone diagrams
 - Distinguish between direct causes, root causes, and contributing factors
 - Document findings clearly and develop effective corrective actions
 - Align investigation practices with international safety standards (e.g. ISO 45001)

Why Attend

- Prevent repeat incidents by addressing systemic failures, not just symptoms
- Improve safety performance and reduce downtime and liability
- Build internal capacity for evidence-based investigation and analysis
- Learn how to engage teams in learning from incidents without blame
- Strengthen compliance with HSE regulations and audit expectations

Target Audience

This program is designed for:

- Health, safety, and environment (HSE) professionals
- Incident investigators and safety officers
- Operations and maintenance supervisors
- HR professionals managing workplace health and safety compliance
- Risk managers and internal auditors

Individual Benefits

Key competencies that will be developed include:

- Investigative interviewing and evidence gathering
- Root cause analysis using structured methodologies
- Report writing and presentation of findings
- Development and tracking of corrective/preventive actions (CAPA)
- Regulatory knowledge and safety communication

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Reduced frequency and severity of workplace incidents
- Improved incident investigation and documentation practices
- Increased accountability and learning across departments
- Stronger compliance with occupational health and safety laws
- Integration of RCA into continuous improvement systems

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Investigation procedures, legal context, and RCA frameworks
- Case Studies – Real-world incident reviews from various industries
- Workshops – Group exercises in evidence collection, cause mapping, and corrective planning
- Peer Exchange – Discussion on cross-sector safety challenges and best practices
- Tools – Checklists, RCA templates, witness interview guides, and report outlines

Course Outline

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Foundations of Incident Investigation

- Module 1: Legal and Organizational Requirements (07:30 - 09:30) • Overview of safety investigation obligations under local/international law • Internal policies, reporting lines, and regulatory requirements • Investigation scope, responsibilities, and confidentiality
- Module 2: Preparing and Planning Investigations (09:45 - 11:15) • First response and scene control • Forming the investigation team and roles • Planning timelines, access, and resources
- Module 3: Collecting and Preserving Evidence (11:30 - 01:00) • Types of evidence: physical, documentary, testimonial • Witness interviewing techniques • Evidence handling and chain of custody
- Module 4: Workshop - Interview Roleplay & Scene Mapping (02:00 - 03:30) • Simulated interview practice and incident scene recreation

Day 2: Root Cause Analysis Techniques

- Module 5: Analyzing the Facts (07:30 - 09:30) • Organizing evidence into timelines and sequences • Human error, system failure, and unsafe conditions/acts • Event trees and cause-effect chains
- Module 6: RCA Tools and Models (09:45 - 11:15) • 5 Whys technique • Fishbone (Ishikawa) diagrams • Fault tree analysis and barrier models
- Module 7: Developing Corrective and Preventive Actions (11:30 - 01:00) • Linking causes to effective CAPAs • Risk assessment and prioritization • Roles, responsibilities, and implementation tracking
- Module 8: Workshop - RCA on a Case Incident (02:00 - 03:30) • Team analysis using RCA tools and development of CAPA plan

Day 3: Reporting, Communication, and Integration

- Module 9: Reporting and Communication (07:30 - 09:30) • Structuring clear and defensible investigation reports • Visual aids, cause charts, and action matrices • Communicating findings to management and regulators
- Module 10: Post-Incident Follow-up and Monitoring (09:45 - 11:15) • Ensuring corrective actions are implemented • Reassessing risks and updating procedures • Building a learning and feedback culture
- Module 11: Embedding RCA into Safety Culture (11:30 - 01:00) • Integrating RCA with ISO 45001, safety audits, and KPIs • Promoting reporting and non-punitive investigation climates • Cross-functional learning and trend analysis
- Module 12: Final Simulation and Course Review (02:00 - 03:30) • Simulation of a full investigation and final group presentations • Feedback and action planning for workplace application

Certification

Participants will receive a Certificate of Completion in Accident Incident Investigation & Root Cause Analysis, confirming their competence in leading effective investigations and contributing to long-term workplace safety improvement.

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