MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

INCIDENT INVESTIGATION & ROOT CAUSE ANALYSIS

""Uncovering Systemic Failures to Prevent Future Workplace Incidents""

Schedule

Date	Venue	Fees (Face-to-Face)
04 – 06 Mar 2026	Kuala Lumpur, Malaysia	USD 2495 per delegate

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

Introduction

Every workplace incident—whether a near miss or a serious injury—provides valuable insight into potential system failures. To build a truly safe work environment, organizations must go beyond surface-level fixes and investigate the underlying causes.

This 3-day training course empowers health and safety professionals with the practical tools to conduct structured incident investigations and apply root cause analysis (RCA) methods. Participants will gain the knowledge and confidence to identify contributing factors, prevent recurrence, and promote a safety-first culture across the organization.

Objectives

By the end of this course, participants will be able to:

- Conduct systematic investigations of workplace incidents and near misses
- Gather and preserve evidence through effective techniques
- Identify immediate, underlying, and root causes using structured RCA tools
- Develop corrective and preventive actions that eliminate risks
- Improve safety culture through transparent incident handling and communication

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Why Attend

- Prevent recurrence of workplace incidents through systemic corrective action
- Build capacity to lead and document legally sound investigations
- Use structured RCA techniques to uncover failures in process, equipment, or training
- Strengthen compliance with occupational health and safety laws and ISO 45001
- Promote a learning culture that values transparency and continuous improvement

Target Audience

This program is designed for:

- HSE professionals, safety officers, and risk managers
- Maintenance and operations supervisors
- Project managers and team leads in industrial environments
- HR and compliance officers responsible for workplace safety investigations
- Internal auditors and quality assurance personnel

Individual Benefits

Key competencies that will be developed include:

- Step-by-step investigation planning and execution
- Interviewing, evidence collection, and timeline reconstruction
- Root cause analysis techniques: 5 Whys, fishbone, and fault tree
- Writing clear and actionable incident reports
- Communicating findings and lessons learned effectively

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved incident response and documentation
- Reduced repeat incidents through elimination of root causes
- Enhanced legal and regulatory compliance in investigations
- Better communication of safety issues across departments
- Integration of investigation findings into training and process improvement

Instructional Methodology

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

- Strategy Briefings – Key steps in incident investigation and RCA frameworks
- Case Studies – Analysis of real incidents and organizational responses
- Workshops – Hands-on exercises in cause mapping, report writing, and CAPA planning
- Peer Exchange – Discussions on investigation challenges and lessons learned
- Tools – Templates for investigation reports, RCA diagrams, and corrective action trackers

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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: Purpose and Legal Basis for Investigations (07:30 – 09:30) • Why investigate: legal, moral, and operational drivers • National and international standards (ISO 45001, OSHA, etc.) • Roles, responsibilities, and investigator mindset
- Module 2: Preparing for an Effective Investigation (09:45 – 11:15) • Scene control and securing evidence • Investigation planning and forming the team • Prioritizing incidents and notification procedures
- Module 3: Evidence Collection and Witness Interviews (11:30 – 01:00) • Physical, photographic, documentary, and testimonial evidence • Interviewing techniques and documentation tips • Chain of custody and legal integrity
- Module 4: Workshop – Simulated Scene and Interview Practice (02:00 – 03:30) • Interactive group roleplay of witness interview and site mapping

Day 2: Conducting Root Cause Analysis

- Module 5: Organizing and Analyzing Facts (07:30 – 09:30) • Event sequencing and timeline creation • Distinguishing between direct, contributing, and root causes • Identifying unsafe conditions, systems, or behaviors
- Module 6: RCA Tools and Techniques (09:45 – 11:15) • 5 Whys technique and cause-effect chains • Fishbone (Ishikawa) diagram method • Fault tree and barrier analysis for complex incidents
- Module 7: Developing Corrective and Preventive Actions (11:30 – 01:00) • Matching causes to actions that eliminate risk • Prioritization, assignment, and follow-up • Integrating lessons learned into systems and training
- Module 8: Group RCA Exercise – Incident Analysis Case (02:00 – 03:30) • Team-based exercise: apply RCA to a real incident scenario

Day 3: Reporting, Communication & Integration

- Module 9: Writing the Investigation Report (07:30 – 09:30) • Structuring reports clearly and defensibly • Visual tools: charts, timelines, RCA diagrams • Recommendations and action matrices
- Module 10: Communicating Findings and Lessons Learned (09:45 – 11:15) • Reporting internally to management and workers • Sharing results externally: regulators, auditors, insurers • Safety communication strategies for organization-wide learning
- Module 11: Embedding RCA in the Safety Management System (11:30 – 01:00) • Using incident data for proactive risk assessment • Continuous improvement and safety KPIs • Building a no-blame culture of safety
- Module 12: Final Course Review and Certification (02:00 – 03:30) • Summary of tools, templates, and techniques • Q&A and participant action planning • Issuance of certificates

Certification

Participants will receive a Certificate of Completion in Incident Investigation & Root Cause Analysis, validating their skills in leading investigations and using RCA to improve workplace safety and prevent recurrence.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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