



Incident Investigation

SUBJECT MATTER EXPERT(SME)- INTERNSHIP TRAINING

Language: English, Hindi

Duration: 104 Hrs.

Module 1: Introduction to Incident Investigation

1.1 Definition of Incident

- Differentiating incidents from accidents
- Understanding near misses

1.2 Importance of Incident Investigation

- Safety improvement
- Legal and regulatory compliance
- Organizational learning and improvement

1.3 Objectives of Incident Investigation

- Root cause analysis
- Prevention of future incidents
- Creating a safety culture

Module 2: Incident Reporting and Initial Response

2.1 Importance of Timely Reporting

- Reporting channels and procedures
- The role of documentation in investigations

2.2 Initial Response Protocols

- Securing the scene
- First aid and medical response
- Communicating with relevant stakeholders

Module 3: Investigation Team Formation

3.1 Selecting Team Members

- Skills and expertise required
- Multidisciplinary approach

3.2 Team Roles and Responsibilities

- Team leader, recorder, subject matter experts

Module 4: Investigation Process

4.1 Preliminary Investigation

- Gathering initial information
- Identifying immediate causes

4.2 Detailed Investigation

- Interviews and statements
- Analyzing evidence
- Use of investigative tools and techniques

Module 5: Root Cause Analysis

5.1 Definition of Root Cause

- Identifying underlying factors
- Avoiding blame

5.2 Common Root Cause Analysis Techniques

- Fishbone diagram (Ishikawa)
- 5 Whys
- Fault tree analysis

Module 6: Reporting and Documentation

6.1 Importance of Clear Documentation

- Creating an investigation report
- Legal and regulatory considerations

6.2 Communicating Findings

- Presenting findings to management
- Recommendations for corrective actions

Module 7: Implementing Corrective Actions

7.1 Developing Corrective Action Plans

- Addressing root causes
- Preventing recurrence

7.2 Monitoring and Evaluating Corrective Actions

- Establishing timelines
- Measuring effectiveness

Module 8: Case Studies and Practical Exercises

8.1 Real-life Incident Case Studies

- Analyzing past incidents
- Learning from successful investigations

8.2 Hands-On Exercises

- Simulated investigations
- Role-playing scenarios

Module 9: Continuous Improvement

9.1 Reviewing the Investigation Process

- Feedback and improvement opportunities
- Adapting to organizational changes

9.2 Building a Culture of Safety

- Promoting reporting and learning
- Involving all employees in safety initiatives

Module 10: Legal and Ethical Considerations

10.1 Legal Obligations - Compliance with local laws and regulations –

- Admissibility of investigation findings in legal proceedings

10.2 Ethical Conduct in Investigations –

- Avoiding conflicts of interest - Maintaining confidentiality

Review and Assessment:

Recap of key concepts.

Knowledge assessment through quizzes or tests.

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