



# دورة تدريبية في أساليب وتقنيات التحقيق في الحوادث وتحليل الأسباب الجذرية



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### Course Overview:

The Incident Investigation & Root Cause Analysis Training Course equips professionals with the tools and techniques necessary to conduct thorough workplace incident investigations and identify root causes effectively. Designed with compliance-based incident training in mind, this course integrates advanced root cause mapping techniques, hazard analysis, and investigation strategies aligned with industry best practices from the Root Cause Map Guidance. Participants will learn how to conduct structured and effective root cause analyses, leveraging proven RCA tools to mitigate risk, enhance safety, and reduce recurrence of incidents across various industries. Whether dealing with equipment failure, human error, or environmental factors, this hands-on course empowers safety professionals, managers, and HSE leaders to build a proactive safety culture. By incorporating accident prevention strategies, workplace safety protocols, and risk-based problem-solving, the course ensures every participant is ready to apply these skills immediately upon returning to their workplace.

### Target Audience:

- HSE Managers and Officers
- Operations Supervisors
- Safety Engineers
- Risk and Compliance Managers
- Maintenance Supervisors
- Industrial Engineers
- Project Managers
- Team Leaders and Quality Assurance Officers

### Targeted Organizational Departments:

- Health, Safety and Environment HSE
- Risk Management and Compliance
- Operations and Production
- Engineering and Maintenance
- Quality Assurance
- Human Resources

## Targeted Industries:

- Oil and Gas
- Manufacturing
- Construction
- Transportation and Logistics
- Utilities and Energy
- Pharmaceuticals
- Mining
- Food and Beverage

## Course Offerings:

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

- Conduct structured incident investigations using advanced reporting methods
  - Apply root cause analysis tools and mapping techniques
- Identify and mitigate hazards and human factors contributing to incidents
  - Develop and implement corrective and preventive actions
- Strengthen compliance-based reporting and analysis processes
- Promote a safety culture through effective communication and accountability
- Reduce risks and recurrence using risk-based problem-solving techniques
- Align investigations with ISO, OSHA, and industry-specific standards

## Training Methodology:

This course adopts a practical, interactive approach using real-world case studies, group discussions, and collaborative problem-solving workshops. Participants will engage in hands-on simulations that mirror actual workplace incidents. Each session includes feedback loops, team-based scenario analysis, and interactive mapping using Root Cause Map Guidance. The training emphasizes active participation, with activities designed to reinforce RCA tools, incident prevention strategies, and post-incident analysis techniques. Learning methods include:

- Root Cause Mapping Exercises
- Video-Based Scenarios and Case Studies
- Structured Feedback and Coaching
- Quizzes and Real-Time Assessments

## Course Toolbox:

- Root Cause Map templates examples only
- Digital checklists for incident response
- Interactive RCA software demos
- Sample investigation reports
- Worksheets for cause mapping and risk prioritization
- Access to post-course resource hub



## Course Toolbox:

### Day 1: Fundamentals of Incident Investigation

- Understanding the nature and types of workplace incidents Topic 1: •
- Roles and responsibilities in incident investigation Topic 2: •
- Overview of incident investigation standards and regulatory expectations Topic 3: •
- Initiating the investigation: notification, preservation, and team selection Topic 4: •
- Evidence collection and witness interview techniques Topic 5: •
- Event timeline development and initial hypothesis building Topic 6: •
- Key steps in launching structured and compliant investigations Reflection & Review: •

### Day 2: Root Cause Analysis and the Root Cause Map

- Introduction to root cause analysis methods and principles Topic 1: •
- Understanding the structure of the Root Cause Map Topic 2: •
- Using RCA tools: 5 Whys, Fishbone, and Fault Tree Analysis Topic 3: •
- Mapping human factors, equipment, and environmental causes Topic 4: •
- Distinguishing between immediate, contributing, and root causes Topic 5: •
- Using the Root Cause Map to identify systematic breakdowns Root\_Cause\_Map\_Guidance□ Topic 6: •
- Case-based practice on navigating the Root Cause Map Reflection & Review: •

### Day 3: Administrative, Procedural, and Systemic Factors

- Administrative/management system failures and problem identification Root\_Cause\_Map\_Guidance□ Topic 1: •
- Audits, reporting systems, and learning from failed implementations Root\_Cause\_Map\_Guidance□ Topic 2: •
- Breakdown in training, supervision, and procedural adequacy Topic 3: •
- SPACs: standards, policies, and administrative controls Root\_Cause\_Map\_Guidance□ Topic 4: •
- Organizational culture, communication gaps, and shift handoffs Root\_Cause\_Map\_Guidance□ Topic 5: •
- Using cause categories to classify administrative root causes Topic 6: •
- Root cause tracing from organizational system failure Reflection & Review: •

### Day 4: Maintenance, Human Error, and Corrective Actions

- Troubleshooting and failure diagnostics errors Root\_Cause\_Map\_Guidance□ Topic 1: •
- Predictive vs corrective maintenance and implementation gaps Root\_Cause\_Map\_Guidance□ Topic 2: •
- Personnel error vs system design flaws - identifying human root causes Topic 3: •
- Ineffective corrective actions and why problems recur Root\_Cause\_Map\_Guidance□ Topic 4: •
- Building sustainable corrective and preventive action CAPA plans Topic 5: •
- Risk-based prioritization of corrective actions and follow-up audits Topic 6: •
- Lessons learned from recurring failures and action tracking Reflection & Review: •



## Day 5: Final Mapping, Audit, and Safety Culture Integration

- Performing root cause audits and verifying effectiveness Topic 1: •
- Building dashboards to trend and monitor root causes Topic 2: •
- Embedding RCA into quality, safety, and compliance systems Topic 3: •
- Facilitating team-based RCA workshops across departments Topic 4: •
- Developing RCA reporting standards for regulatory compliance Topic 5: •
- Integrating RCA into continuous improvement and safety culture programs Topic 6: •
- Group presentations on full-case incident analysis and root cause mapping Reflection & Review: •

### FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No formal prerequisites are required. However, a basic understanding of safety procedures, quality systems, or operational processes is helpful.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4-5 hours, with breaks and interactive activities included. The total course duration spans five days, approximately 20-25 hours of instruction.

What's the difference between a root cause and a contributing cause?

As detailed in the Root Cause Map Guidance, a root cause is the fundamental reason for an incident, whereas a contributing cause is a condition or action that adds to the incident but is not the primary origin.

### How This Course is Different from Other Incident Investigation Courses:

Unlike general safety training, this course is deeply anchored in real-world applications of root cause analysis for HSE professionals and is built around the Root Cause Map Guidance, a recognized standard in many high-risk industries. It focuses on effective RCA methodologies that go beyond surface-level fixes, providing the structure and confidence to uncover deep, systemic issues. The integration of tools like fault trees, cause mapping, and structured investigation protocols ensures that participants walk away with risk-based problem-solving skills that are immediately applicable. Moreover, the course promotes cross-departmental collaboration between safety, operations, engineering, and compliance, helping to embed a robust safety culture and reduce future incidents across the organization.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



أمستردام - هولندا



أكرا - غانا



أثينا - اليونان



أبوظبي - الإمارات العربية المتحدة



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



استنبول - تركيا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



الرياض - المملكة العربية السعودية



بانكوك - تايلند



بالي - جمهورية إندونيسيا



بأكو - أذربيجان



باريس - فرنسا

## مدن التدريب



تبليسي - جورجيا



بوكيت - تايلاند



برشلونة - إسبانيا



براغ - جمهورية التشيك



دبي - الإمارات العربية المتحدة



جوهانسبرغ - جنوب إفريقيا



جنيف - سويسرا



جاكرتا - جمهورية إندونيسيا



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة الأمريكية



زنجر - تنزانيا



روما - إيطاليا



طشقند - أوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة الأمريكية



شرم الشيخ - مصر

## مدن التدريب



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



طوكيو - اليابان



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كاب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



ماربيا - إسبانيا



نيس - فرنسا



نairobi - كينيا



ميونخ - ألمانيا



ميلان - إيطاليا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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Training Center

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