



 **8Steps**TM
OF EFFECTIVE INCIDENT
INVESTIGATION

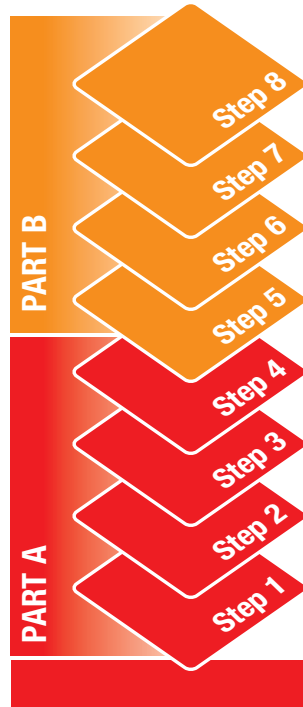
Incident Investigation Courses



OF EFFECTIVE INCIDENT INVESTIGATION

Incident investigation usually forms part of an organisation's incident management system. Effective incident investigation will identify effective recommendations or actions to prevent or reduce the extent of future damage.

The extent to which recommendations achieve this is contingent on the extent to which the immediate and predisposing circumstances of the incident are understood. Any investigation analysis tool succeeds or fails on the quality and quantity of understanding achieved by the investigator / investigation team from information gathered through interviews, inspections and documentation prior to the analysis. Clear thinking is required and InterSafe's 8Steps™ courses have been developed with the end in mind; **Effective Control for the Future.**



The 8Steps™ Investigation Journey

- Step 8:** Identify Recommendations / Actions
- Step 7:** Identify Controllable Predisposing Factors
- Step 6:** Identify & Short List Controllable Factors
- Step 5:** Conduct Essential Factors™ Analysis
- Step 4:** Write Incident Description
- Step 3:** Form & Test Hypothesis
- Step 2:** Collect Information / Data
- Step 1:** Scope & Prepare for Investigation

THE INCIDENT

Incident Management Process



Basic and Advanced Level Training

InterSafe offers Basic and Advanced Level modules of 8Steps™ Part A and Part B.

The maximum group size for each module is 15 participants. Each day of training is typically 9 hours including breaks.

	Basic Level	Advanced Level
Part A: Understanding Incidents	1 day	2 days
Part B: Analysis & Identifying Controls	1 day	2 days

Standard Module Content

8Steps™ – Part A Understanding Incidents

Basic (1 day)

- Ergonomic vs. Egocentric models
- Multifactorial thinking - 100:100:100 vs 88:10:2
- “IS” thinking vs Cause/Effect thinking
- **Essential Factors™** thinking for guiding observations and discovery learning

Advanced (2 days)

- Content of Part A plus the following:
- Pareto Principle and its application
- Scientific Method and Incident Investigation - taxonomy, hypothesis forming and testing, modeling
- Observation
- Metastability concepts
- Incident prevention extended to damage reduction
- Collection of organisational and cultural data

8Steps™ – Part B Analysis & Identifying Controls

Basic (1 day)

- **Essential Factors™** analysis (Elements & Factors)
- Predisposing Factors
- VAACS Criteria for an effective recommendation
- Case studies

Advanced (2 days)

- **Essential Factors™** and **Timeline** analysis (Elements, Factors and Timeline)
- Predisposing Factors
- VAACS Criteria for an effective recommendation
- Case studies

Customised Part B Modules

InterSafe offers Part B training in the **Essential Factors™** model. This training can also be provided to integrate with and strengthen other models such as **Root Cause Methodologies** by combining **Essential Factors™** thinking with these models.



Mix & Match

The four modules can be mixed and matched to create a course which meets your need. Each module is stand-alone and can be delivered one after the other or spaced over time.

Part A (Basic or Advanced) is a preferred pre-requisite to **Part B** (Basic or Advanced).



The **Basic Level Modules** are:

- Designed for persons who will investigate low consequence incidents (e.g. first aid or medical treatment injuries, or minor equipment / environment damage)
- Suitable for supervisors and workers with incident investigation responsibilities
- Designed for participants with secondary level education capability
- Suitable for persons who are required to gather preliminary data at the time of an incident and before a formal incident investigation has begun

The **Advanced Level Modules** are:

- Designed for persons who will investigate medium to high consequence incidents (e.g. lost time injuries, permanent impairments, fatalities or significant equipment / environment damage)
- Suitable for managers and health, safety, environment specialists
- Designed for participants with tertiary level education capability

Course notes and case studies are provided to ensure critical issues are more likely to be addressed at each of the **8Steps™** when real life situations are faced.

Participating Clients

InterSafe has provided incident investigation training to a range of major national and international companies including Rio Tinto Iron Ore, Rio Tinto Energy, Rio Tinto Corporate HSE, Leighton Contractors, Leighton Asia, Genesis Energy (NZ) and Wesfarmers. For example, InterSafe has undertaken a roll-out of training of Rio Tinto General Managers in the **8Steps™** approach in locations including Canada, USA, France, South Africa, Hong Kong and throughout Australia.

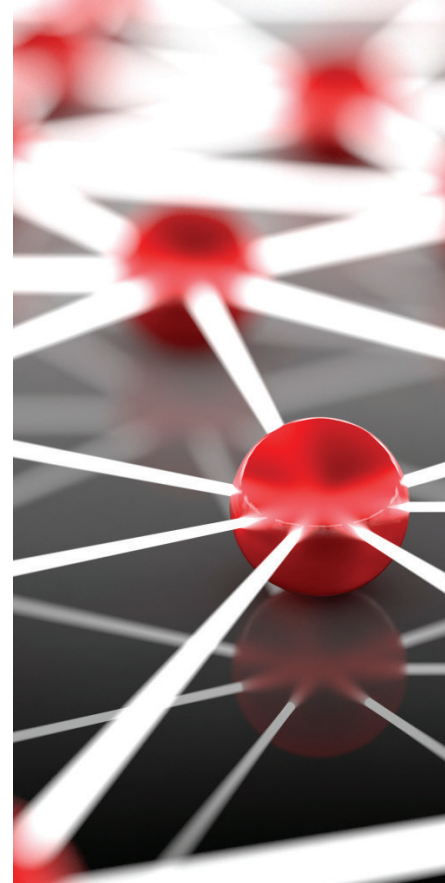
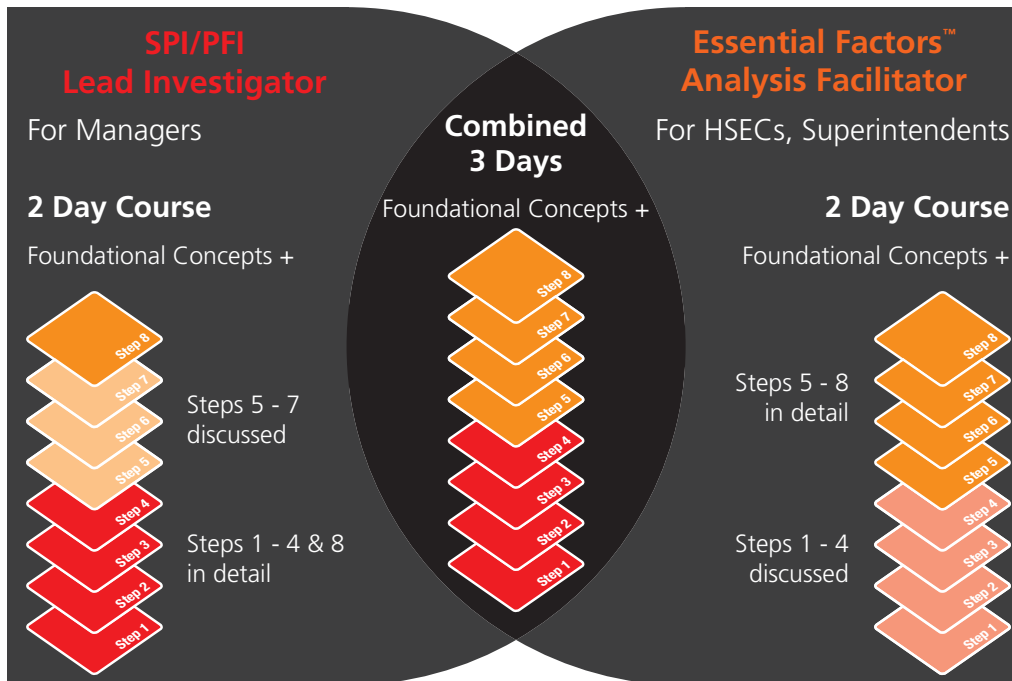
InterSafe has also used the **8Steps™** approach extensively in leading or participating in major incident investigations worldwide.

Other Services

InterSafe is also able to assist with site incident investigations in the following ways:

- Independent investigation
- Lead Site team
- Coach / mentor site team leader
- Provide process or content expertise
- Review incident investigation reports

Industry Approaches




Next Steps

If you would like to discuss an **8Steps™** course or how InterSafe could assist you please contact one of our team today.

Other Courses

Details concerning InterSafe's other training courses are available online:

- Lead Investigator's course for Fatality investigations
- Hazard Awareness (Energy Concepts™)
- Collective Insights™
- Safety In Design Training for Design Review
- Leaders and Design Review Participants