Tips for a Better Investigation and Root Cause: Going Deeper Than Human Error

written by Lauri Moon | September 30, 2021

The process of incident investigations is a common practice that all safety professionals are experienced with, yet many of our investigations end up with the same root cause, human error. Most incidents can be tied to human error and although it is an accurate use for root cause, to make a change towards preventative safety actions you must look at additional layers.

The definition of a root cause is best said by the organization TapRoot as *"The absence of a best practice or the failure to apply knowledge that would have prevented a problem."* Applying this explanation of a root cause, human error can be better used as a casual factor in the investigation process. The use of different approaches can help reach a deeper level of investigation that can gravitate a safety program towards prevention versus correction.

Takeaways:

- Top 5 tips for Investigations
- How to avoid human error as a root cause
- The benefits of using dashboards
- Ways to conduct interviews

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Speakers

Rachel Moore, Solutions Consultant, ComplianceQuest

Rachel Moore is a subject matter expert in EHS and consultant with ComplianceQuest. Rachel graduated with a bachelor's degree and began a career in safety, ranging across many aspects of the profession. She has run multiple programs within safety not limited to the EHS management system, risk management, IH and ergonomics. Rachel spent time in auto manufacturing, battery manufacturing and compliance software. Entering the EHS profession as a recent grad, she has been valued for her unique perspective on common practices.

Eric Morris, VP of EHS Product Management, ComplianceQuest

As Head of Products – EHS, Eric is responsible for the growth and success of the Environment, Health & Safety business, with a strong emphasis on driving customer success across the user journey. Eric comes to ComplianceQuest with over 15 years of leadership experience at QHSE vendors suchas Dyadem (now Sphera), Intelex and Veeva in the areas of Professional Services, Product Management and Strategy. Most recently, he served as Head of Product at IQS – a Cority subsidiary. Eric is a Certified Scrum Product owner (CSPO), a Certified Risk Manager (CRM) and holds diplomas in Risk Management and Environmental Management from universities in the UK and Canada. He has a BS in Electrical Engineering from Christian Brothers University in Memphis, TN.

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