

10 Things to Bear in Mind Whilst Investigating

1. Nothing is obvious
2. Most of your information comes from people
3. Never try to prove a hypothesis; try to disprove it
4. Similar occurrences in other industries are worth examining for the clues they give
5. History has a lot to teach the open mind
6. Being able to live with uncertainty is necessary; don't drive for closure
7. The importance of looking for what has changed
8. That the input of all of the team is necessary; people have different and valuable perspectives
9. Immediate Causes are only the symptoms; the Root Causes are found in organisations and people
10. Intuition (or 'gut feel') is worth following; it often points the way