

Kelvin TOP-SET 5-Day Corporate Adoption Overview



Course Description:

The ultimate introduction to the Kelvin TOP-SET methodology; designed to educate a core team of individuals to fully utilise the TOP-SET process and tools efficiently and effectively and to monitor investigation output. The 5-Day programme clarifies incident investigation roles and responsibilities for managers and provides introduction to the TOP-SET process at the appropriate level for team members and team leaders. This holistic approach ensures adoption of the system throughout an organisation, which, in turn, leads to increased competence of investigators and marked improvement in Root Cause Analysis, investigation findings and reporting.

Duration: 5 days (comprising 1 x 1-Day Investigator Course, 1 x 3-Day Senior Investigator Course, 1 x 1-Day Managers' Course)

Number of Participants recommended for each part of the programme:

- 1-Day Investigator Course - Minimum: 10, Maximum: 18
- 3-Day Senior Investigator Course - Minimum: 10, Maximum: 18
- 1-Day Managers Course – Minimum: 1, Maximum: 10

Objective: To equip a company with a core team of trained individuals, from Board level through case-owner managers to the team leaders and team members, capable of running a comprehensive and standardised investigation process for all company incidents, minor to major.

Description: The course comprises **three parts**, with **three different groups** of individuals attending each part 1.

1. The Kelvin TOP-SET 1-Day Investigator Course for team members.
2. The Kelvin TOP-SET 3-Day Senior Investigator Course for team leaders (with feedback.) 2
3. A bespoke 1-day Managers Course for senior case-owner managers.

1 It is recommended that the managers responsible for Health & Safety attend both the 3-Day Senior Investigators Course and the 1-Day Managers' course.

2 As part of this series of courses, the company managers will be provided with feedback on the performance of the 3-Day Senior Investigator participants, based on a rigorous continuous assessment program which runs throughout the 3-Day Senior Investigator course. This feedback will enable managers to select the best leaders for their investigation teams.major.

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Learning Outcomes:

Kelvin TOP- SET 1-Day Investigator Course:

By the end of this 1-Day course, participants can expect to:

- understand the TOP-SET process
 - ▶ Participants are given an overview of the TOP-SET incident investigation system
- appreciate the value of the Action Card
 - ▶ The Action Card is at the heart of TOP-SET. It is designed to help the investigator follow the system and stay on track
- be aware of the importance of the Incident Statement
 - ▶ The Incident Statement is the key to the investigation and the subsequent Root Cause Analysis
- know how to plan an investigation
 - ▶ Planning has many aspects including the scope and boundaries which may limit your influence
- recognise the value of working as a team
 - ▶ The varied contribution of team members and their productive co-operation is emphasis throughout
- be able use Indicators to collect data
 - ▶ The TOP-SET system promotes wide and open thinking using the Indicator Card
- know how to record information on the Storyboard
 - ▶ The Storyboard is the repository of all information relating to the incident and relies on the effectiveness and flexibility of Post-its
- be able to construct a TOP-SET Root Cause Analysis
 - ▶ The development of a logical analysis is the culmination of a successful investigation
- appreciate the importance of SMART actions
 - ▶ Effective SMART actions are the goal of any worthwhile investigation

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Kelvin TOP- SET 3-Day Senior Investigator Course:

Participants at the end of this 3-Day course ought to:

- appreciate the value of the Action Card
 - ▶ The Action Card is at the heart of TOP-SET. It is an aide-memoire which supports the investigator and team leader throughout the process.
- be aware of the importance of the Incident Statement
 - ▶ The Incident Statement is fundamental to the investigative process, and is the key starting point for an accurate Root Cause Analysis.
- know how to plan an investigation
 - ▶ In the TOP-SET system there are two features of planning: the detailed preparation which includes your Terms of Reference, and the more creative, open thinking, seminal to a good investigation.
- recognise the qualities of a good team leader
 - ▶ A good team leader understands the strengths and weaknesses of individuals, and makes maximum use of their differing perspectives.
- know how to conduct an effective interview
 - ▶ Interviewing is a skill which can be enhanced by self-awareness, an understanding of specific techniques, and practice
- know how to record information on the Storyboard
 - ▶ The Storyboard offers an environment which supports the sharing of facts and ideas, and encourages productive discussion within the team
- be able to construct and justify a TOP-SET Root Cause Analysis
 - ▶ The development of a logical analysis is the culmination of a successful investigation. It relies on sound understanding and clear thinking
- know how to compile a series of SMART actions
 - ▶ Realistic SMART actions, which can be sensibly implemented, are a key feature of an effective Report
- be familiar with the basic features of the Investigator Software
 - ▶ Investigator software supplements the paper-based investigation, and provides significant support to the structure and composition of a good report.
- Be familiar with the e-learning programme
 - ▶ e-learning is designed to provide practice in Root Cause Analysis, and to enhance and help maintain competence and confidence in using this technique.

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Kelvin TOP-SET 1-Day Managers' Course:

By the end of this 1-Day course, participants can be expected to:

- know how to create an effective investigation procedure within their company.
This should include:
 - ▶ a clear outline of roles and responsibilities
 - ▶ clearly identified competency requirements
 - ▶ well documented and communicated procedural requirements
 - ▶ an effective training programme for investigators.

- know the roles and responsibilities of a case-owner manager. These may include:
 - ▶ writing the Terms of Reference,
 - ▶ assessing the level of investigation,
 - ▶ selecting a team,
 - ▶ notifying relevant external parties,
 - ▶ dealing with any regulatory or legal authorities
 - ▶ reviewing the report,
 - ▶ assessing recommendations
 - ▶ taking action and reviewing these actions.

- be familiar with the TOP-SET Investigation process including
 - ▶ the five key steps
 - ▶ the value of the Indicators
 - ▶ how to develop an effective Storyboard
 - ▶ how to construct an accurate Root Cause Analysis
 - ▶ SMART actions, when and how they are created.

- be able to review a Report effectively including
 - ▶ an assessment of clarity, relevance and accuracy
 - ▶ the evidential support for factual information
 - ▶ the critical analysis of a TOP-SET RCA diagram