

**Incident investigation - 5 Whys**

Fill in the date, incident title, and the name of the investigator. The Incident Number is generated when the incident is entered in to Risk Manager.

|  |  |  |  |
| --- | --- | --- | --- |
| Incident title |  | **Incident no.** |  |
|  | | | |
| Investigator’s name |  | Incident date |  |

## Incident summary

|  |  |
| --- | --- |
| What happened? *(Details of Incident\*)* |  |
| What was done about it? *(Immediate Actions\*)* |  |
| What did the investigation find? *(Refer to 5 Whys analysis below - Description of Findings\*)* |  |
| How can we stop it happening again? *(Summary of Recommendations\*)* |  |

*\* Please note – the words in black print in the table above indicate the section in Risk Manager where the information is to be transferred*

## 5 Whys

Start with the incident and ask ‘why’ it occurred. Make sure the answer is grounded in fact, then ask ‘why’ again. Note - The number of times you need to ask ‘why’ may be greater or less than five.  Continue the process until you reach the contributing factor of the incident. Then you can identify an action that prevents the incident from recurring.

Using the ICAM contributing factor table will be useful to help you identify the main contributing factor.

|  |  |  |
| --- | --- | --- |
| What happened? |  | How did you confirm why things happened? |
| 1 Why did this happen? |  |  |
| 2 Why did this happen? |  |  |
| 3 Why did this happen? |  |  |
| 4 Why did this happen? |  |  |
| 5 Why did this happen? | Contributing Factor *Using the ICAM contributing factor table (provided as a reference below) will be useful to help you identify the main contributing factor.* |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Corrective Actions | | | | | |
| Actions required | | | | | |
|  | **Action** | | | **By** | **When** |
| **1** |  | | |  |  |
| **2** |  | | |  |  |
| **3** |  | | |  |  |
| **4** |  | | |  |  |
| **5** |  | | |  |  |
|  |  | | |  |  |
| Investigation completed date | |  | Investigation reviewed by |  | |

## Reference Only – to assist with determining Contributing factor

Based on the evidence to hand, the use the following to determine the main contributing factor to the incident.

|  |  |  |
| --- | --- | --- |
| Contributing Factor Category | | Factor |
| **Absent or failed defences** | | Choose an item. |
| **Task and Environmental Conditions** | Human factors | Choose an item. |
| Workplace factors | Choose an item. |
| **Individual or team actions** | | Choose an item. |
| **Organisational factors** | | Choose an item. |