

## Key Stages of the Investigation Process

<b>Preparation</b> : Client and Investigator(s) will...
<ul style="list-style-type: none"><li>• Understand the scope of what is being investigated</li><li>• Decide the make-up of the investigation team</li><li>• Arrange logistics of mobilising the team to the site</li><li>• Preserve the evidence, including interviewing people who witnessed the event.</li></ul>
<b>Evidence Gathering</b> : The Investigator(s) will...
<ul style="list-style-type: none"><li>• Start to build a timeline of events</li><li>• Visit the accident location (if practical)</li><li>• Gather fact-based evidence, including physical and documentary evidence</li><li>• Conduct interviews with witnesses, and those familiar with the operations, including specialists and subject matter experts.</li></ul>
<b>Analysis</b> : The Investigator(s) will...
<ul style="list-style-type: none"><li>• Continue to develop the timeline, or "story", of what happened, based on the facts and evidence gathered</li><li>• Pursue promising lines of inquiry</li><li>• Make sense of your evidence</li><li>• Identify the causal or contributing factors that led to the incident based on facts and evidence</li><li>• Continue gathering evidence, including re-interviewing, where there are gaps or theories that are yet to be proven or disproven</li><li>• Identify which safeguards did or didn't work, or may have worked had they been in place based on the evidence</li><li>• Consult other disciplines (e.g., engineering, operations, HF) if there is an area you do not fully understand.</li></ul>
<b>Findings and Recommendations</b> : The Investigator(s) will...
<ul style="list-style-type: none"><li>• Describe the findings, in particular what you believe the factors are that caused or contributed to the incident</li><li>• Develop recommendations to correct causal factors or system root causes that contributed to the event</li><li>• Discuss the findings and recommendations with clients/operational leaders and legal to secure agreement.</li></ul>
<b>Reporting</b> : The Investigator(s) will...
<ul style="list-style-type: none"><li>• Clearly and simply explain the work of the investigation team including the findings and how they link to recommendations, the context of how the event occurred, the evidence collected and the analysis carried out</li><li>• Agree the report between investigator and client</li><li>• Work with legal to agree wording that is clear, accurate, evidenced, and enables the learning to transfer beyond this incident.</li></ul>

Source: [IOGP 621 Demystifying Human Factors: Building Confidence in Human Factors Investigation](#)