

LFI Plan

Investigations:

- **Human and Organisation Factors** – Ensure outcomes of Causal Learning investigations are also focused on organisational and personal factor contribution incidents through inclusion in the Terms of Reference developed by sponsors and the development of a template of potential outcomes to be considered by Lead Investigators.
- **Training** – Training program for Facilitators and Lead Investigators on Human Performance Factors.
Collaborate with the production zone trainers in the role out of 5 Why training to shift operations staff.
- **Assurance/Compliance** – Conduct quality audits on security systems, legal aspects, equipment, resources and security service provider performance and competency
- **Annual Incident Review** – Plan for a review and lessons learnt through facilitation of a review of the incidents
- **Reporting** – Create clarity for the business to ensure consistent reporting and investigation of HiPo events.

Assurance and Tracking:

- **Investigation Actions Close Out** - Develop a schedule of audits for LT/ELT to assure close out of action items from investigations
- **Investigation Tracking** – Collaborate with Business Improvement Team in the development of rhythm for reporting of the LFI KPI's, including but not limited to the development of the business case in acquiring an investigation module.

Learning:

- **Ensure Learnings are landing at the operator level** – Onboarding of the Production Supervisors to role out OIC sessions to shift operators
- **Lessons Learnt to be incorporated into training materials** – Collaborate with competency development manager to incorporate investigation outcomes into operator and mechanical training materials.