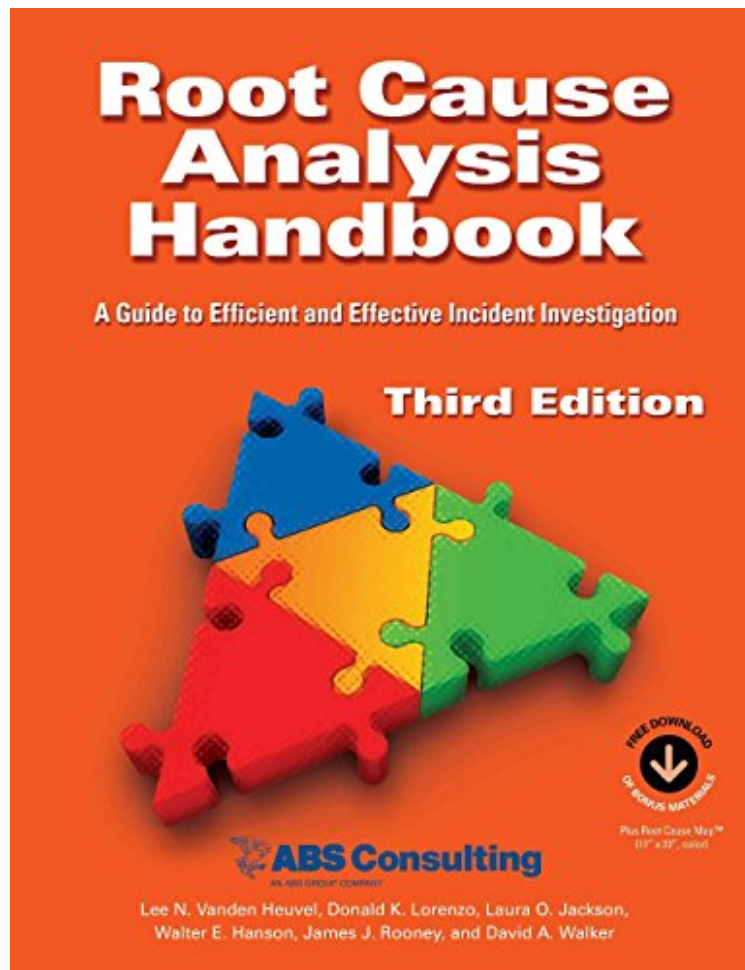


(Library ebook) Root Cause Analysis Handbook: A Guide to Efficient and Effective Incident Investigation

Root Cause Analysis Handbook: A Guide to Efficient and Effective Incident Investigation

Lee N. Vanden Heuvel, Donald K. Lorenzo, Laura O. Jackson, Walter E. Hanson, James J. Rooney, David A. Walker

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About the Author
Lee N. Vanden Heuvel is Manager of Incident Investigation/Root Cause Analysis Services and the Manager of Training Services for ABS Consulting, with 25+ years of experience in plant operations and analysis. He has assisted organizations in many different industries with the development and implementation of incident investigation and root cause analysis (RCA) programs. He has also led and participated in investigations in many types of industries, including chemical, refining, healthcare, manufacturing, drilling, machining, pharmaceuticals, waste disposal, nuclear power, and food processing. Vanden Heuvel was previously the project manager and lead analyst for a large quantitative risk assessment program at the Oak Ridge National Laboratory. He also worked for 8 years at a nuclear power plant in operations, engineering support, and training. His current responsibilities are in the areas of RCAs, incident investigations, human factors, procedures, safety analyses, and economic/decision analyses.

Donald K. Lorenzo is the Director of Training Services for ABS Consulting. He has 30+ years of experience in hazard analysis and risk assessment. He was previously a development engineer for Union Carbide Corporation. Mr. Lorenzo specializes in safety and environmental applications of ABS Consulting's SOURCEtrade methodology. He is a registered Professional Engineer in the state of Tennessee and a Certified Technical Trainer.

Walter E. Hanson is a Project Manager and Risk/Reliability Engineer for ABS Consulting. He has 25+ years of experience in developing, implementing, and managing loss prevention management systems, including mishap investigation, system safety, policy and procedure, training systems, performance measurement, and human factors. At ABS Consulting he works on various risk management projects for the United States Coast Guard and other transportation and maritime clients. He was a primary developer of ABS Consulting's Marine Root Cause Analysis Technique (MaRCAT).