



# 12 World-Class Courses Teach How To Turbo-Charge Results

## San Antonio, Texas • October 25-26, 2010

### Break Through Barriers & Get Amazing Performance

Don't miss this chance to learn from world-recognized experts to revolutionize your improvement programs. Review these proven courses and decide who should attend. For more info see: [www.taproot.com/summit](http://www.taproot.com/summit).

### Corporate Responsibility for Fatalities

What is the difference between a normal investigation and a fatality investigation? If you haven't thought about it, you could make a costly mistake. **Mhorvan Sherret and Alan Smith**, both senior detectives from the UK, will teach the many special considerations required when a workplace fatality occurs. Plan now for the unthinkable and keep your managers out of jail.



### Stopping Human Error

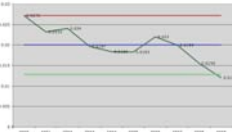
Does telling people to be careful stop human errors? *No!* Why not try this ... learn why people make mistakes and how to stop human error! **Chris Vallee**, Six Sigma Black Belt and human factors expert, will teach advanced techniques to analyze and stop human errors. This is more than an academic course - it's a practical course that teaches theory and how to apply the theory to solving problems.

### Risk Management Best Practices

Australian risk management expert & TapRoot® Instructor **Malcolm Gresham** will teach students how to combine risk management with root cause analysis to provide a single streamlined root cause/risk management process. This course, updated for 2010, contains the new international ISO 31000/IEC 31010 Risk Management Standards plus risk management and root cause best practices from around the world. Improve the efficiency of your improvement efforts by getting the most out of your risk management and root cause analysis tools. Students will receive a template Risk Management Policy/Manual. This will be the only time this year that this course is offered in the US.

### Advanced Trending Techniques

Learn to understand trends and use special techniques to trend infrequently occurring accidents, incidents, & human errors. This course was developed to prevent inappropriate use of trending that cause bad corporate and regulatory decisions. Learn simple, yet powerful techniques to spot real trends amid everyday variation. Learn to focus attention on the problems that will get the greatest return on investment. Attendees receive a course workbook, the book *Building Continual Improvement*, and an Excel macro to draw advanced trend charts.



### Getting the Most From Your TapRoot® Software



Attend a 2-day workshop with **Dan Verlinde**, Project Manager for the TapRoot® Software. The goal? To learn best practices and secrets to get the most from your V5 TapRoot® Software.

Whether you are the TapRoot® lead for your organization, the software administrator for your company, or a power user, this course will help you understand all the capabilities built into this amazing software. Don't get just 10-20% from your software investment. Learn the full power of your Version 5 TapRoot® Software!

### Interviewing & Evidence Collection

Investigating incidents requires verified, validated, factual information. Without facts, it's impossible to find root causes and develop effective fixes. That's why you must be prepared to systematically, objectively collect & document evidence, including using the TapRoot® 15-step cognitive interviewing process. **Dana Barclay**, TapRoot® Instructor with 25 years investigative experience, teaches how to professionally, yet rapidly, gather & document evidence.



Attendees get a course workbook & an *Incident Investigation Sequence / Flow* book with a laminated flowchart and checklist.

### Advanced TapRoot® Techniques

This course is for TapRoot® users who want to learn recent advances in applying TapRoot®. The course presents the latest information from the 2008 *TapRoot® Book* and emphasizes the development of causal factors that accurately define problems. Real-world examples of major accidents are used to practice the techniques. Also, this course is a great refresher for those who have learned TapRoot® but don't get a chance to use it frequently.

Course participants receive the 2008 TapRoot® Book, the 2007 pocket sized Root Cause Tree® Dictionary, a laminated Root Cause Tree® (2007), the NEW Corrective Action Helper® (2008), and a course workbook.



### Hazard Recognition Best Practices

This course focuses on the tried and true methods of hazard recognition that include "at risk" or "safe" behaviors, legislation implications, and hazard identification and rectification. The course includes a site visit to an industrial site for practical application of the theories learned.

### Improving Safety Culture

Safety culture ... Do you understand it? Do you want to improve it? Learn to use Human Synergistics International's Organizational Safety Culture Survey to diagnose and improve safety culture. Instructors **Brian A. Tink** and **Brian W. Tink** will show you how it's done.

### Special TapRoot®/Equipfactor® Equipment Failure Root Cause Analysis Course

We've combined **Heinz Bloch's** acclaimed troubleshooting techniques with the advanced TapRoot® root cause analysis to create a world-class system for equipment failure analysis. Receive Heinz Bloch's book *Machinery Failure Analysis and Troubleshooting*, the *TapRoot® Book*, the *Root Cause Tree® Dictionary*, a laminated Root Cause Tree®, and a 45 day free trial of the patented TapRoot® Software (includes the Equipfactor® Troubleshooting Module).

## TapRoot® Incident Investigation and Root Cause Analysis Course

Learn the essential techniques of the TapRoot® System for root cause analysis. Learn to proactively spot problems and fix them. Plus learn to develop SMARTER corrective actions.

Receive the TapRoot® Book, the Root Cause Tree® Dictionary, a laminated Root Cause Tree®, and a 45 day free trial of the patented TapRoot® Software.

## TapRoot® 2-Day Course in Spanish

Our highly praised 2-Day TapRoot® Course delivered in Spanish, includes a Spanish translation of the Root Cause Tree®, Dictionary, Corrective Action Helper®, & Course Workbook.

## How to Register

There are three easy ways to register:

- 1) On-line at the courses page:  
[www.taproot.com/courses](http://www.taproot.com/courses)
- 2) On-line when you register for the Summit:  
[www.taproot.com/summit](http://www.taproot.com/summit)
- 3) Fax the form below to **865-539-4335**, mail it to the address below, or call us at **865-539-2139**.

**MULTIPLE ATTENDEE DISCOUNT:** Send 3 or more people to these courses & get \$100 off per attendee. Courses have a limited number of seats. **Don't Delay! Register Today!**

## Location / Hotel Info

The courses will be held at The Westin Riverwalk in San Antonio. Ask for the TapRoot® room block for the special rate of \$170/night (good until 9/27/10). See [www.taproot.com/summit](http://www.taproot.com/summit) for more location and hotel information.

## Course Guarantee

A guaranteed course? That's unheard of!

### Course Guarantee

Attend the course of your choice. When you return to work, use the knowledge that you have gained. If you aren't satisfied that the course helps you perform your job better and that the course will save your company much more than the cost of the course fee, just return the books, course materials, and any software and we will refund your entire course fee. It's that simple.

How can we offer such an iron clad, risk free guarantee? These courses are so good you won't want to send your course materials back!

## Attendee Comments

Watch videos of attendee comments at:  
[www.taproot.com/summit](http://www.taproot.com/summit)

Here are some of the written comments:

- "Extremely helpful"
- "Very useful for real-world problems"
- "Outstanding instructors"
- "Learning directly applicable to my job"

## Pre-Summit Course + Summit = SAVINGS

San Antonio is a great place to attend training. These courses are being held just before the TapRoot® Summit. Why not attend a course and the TapRoot® Summit and SAVE \$200 by attending both! (the Summit is **Oct 27-29** at The Westin Riverwalk San Antonio).

### What is The TapRoot® Summit?

A gathering of leaders to discuss best practices and new developments that will help you improve performance. See [www.taproot.com/summit](http://www.taproot.com/summit) for details of the nine best practice tracks:

- 👉 Safety & Risk Management
- 👉 Changing Behavior & Human Error
- 👉 Improvement Programs
- 👉 Investigation/Troubleshooting/Root Cause
- 👉 Corrective Action Program
- 👉 Certified TapRoot® Instructor
- 👉 TapRoot® Software Super-User
- 👉 Latin American TapRoot® Users
- 👉 Healthcare Quality, Patient Safety, and Stopping Sentinel Events

And everyone will enjoy these outstanding

### Keynote Speakers:

- Jeff Skiles** – "Miracle on the Hudson" Co-Pilot
- Candace Carnahan**      **Linda Kenny**
- Mark Paradies**          **Don Harrison**

## TO REGISTER FOR THE COURSE OF YOUR CHOICE, COMPLETE THE INFORMATION BELOW:

2-Day Course (\$995): (write in course name) \_\_\_\_\_ OR

Save \$200 - Sign Me Up for the TapRoot® Summit and the Course Above. **Both Only \$1690!**

To register, call/fax/mail us this form with your credit card number or check (no POs please). **Payment is required prior to the course.** Make check payable to:

**System Improvements, Inc.**  
**238 South Peters Rd., Suite 301**  
**Knoxville, TN 37923-5224**  
**Phone: 865-539-2139**  
**Fax: 865-539-4335**

Call early to ensure availability. Cancellation penalty: 10% until 9/29/10. After that, there is a \$300 cancellation fee before 10/13/10. No refund is allowed after 10/13, but free substitutions/transfers are allowed. If SI cancels a course, all course fees will be refunded. SI takes no responsibility for non-refundable travel expenses.

Credit Card: (Circle One) MasterCard / VISA / Amex Exp. Date: \_\_\_ / \_\_\_

Card #: \_\_\_\_\_

Signature: \_\_\_\_\_

Name/Title:

Company:

Address:

City, State, Zip:

Phone #:

Fax #:

e-mail: