



2018 Global

TapRoot® Summit

Knoxville, Tennessee February 26-March 2, 2018

CELEBRATING 30 YEARS OF TapRoot®



Mike Williams, Deepwater Horizon

Boaz Rauchwerger



Dr. Carol Gunn



Inquoris "Inky" Johnson



Mark Paradies



Vincent Phipps

Summit Week Schedule

Pre-Summit

Monday - Tuesday, February 26-27, 2018

Ten two-day Pre-Summit courses to choose from, designed to prepare you for a great week of further improvement discussions.

TapRoot® Summit

Wednesday - Friday, February 28-March 2, 2018

Keynote speakers, breakout sessions, networking, reception and advisory board meeting

Wednesday, February 28

- *When Failure Becomes Personal*, Dr. Carol Gunn
- Breakout sessions
- *How to Play Like a Champion Every Day*, Boaz Rauchwerger
- *Honor and Legacy*, Inquoris "Inky" Johnson
- Reception . . . Music, fun, networking

Thursday, March 1

- *How Good is your TapRoot® Implementation?* Mark Paradies
- Breakout sessions
- *Amplify Your Leadership Skills! Adapt to the 4 Personality Types*, Vincent Phipps

Friday, March 2

- Performance Improvement Gap Analysis
- *Deepwater Horizon*, Mike Williams

How Can the Summit Help?

Maximize improvement on any budget, in any industry. Discuss best practices with the best-of-the-best from around the world. Learn how to grade your investigations. Learn the Psychology of Failing Fixes. Want to know the top 7 secrets of a great investigation interview and much more? We can help!

www.taproot.com/taproot-summit



BEST PRACTICE TRACKS & SESSIONS

Each Best Practice Track Includes a Final Performance Improvement Planning Session

TapRoot® INSTRUCTOR RECERTIFICATION

- TapRoot® Users Share Best Practices
- Defining Better Causal Factors
- What's New in the TapRoot® Software
- TapRoot® Certified Instructor Workshop
- Top 7 Secrets of a Great Investigation Interview
- Taking Your Investigation Communication to a Dynamic New Level
- Best Practices for Sharing Lessons Learned



INVESTIGATOR

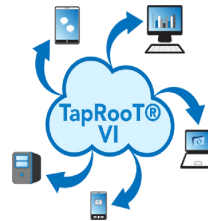
- How to Replace 5 Whys with TapRoot® for Better Results
- How to Grade Your Investigations
- Analyzing Multiple Similar Incidents
- The Psychology of Failing Fixes
- Top 7 Secrets of a Great Investigation Interview
- Deep Dive into the Procedures Basic Cause Category
- Best Practices for Sharing Lessons Learned

HUMAN FACTORS

- TapRoot® Users Share Best Practices
- Top 5 Reasons for Human Error & How to Stop Them
- Stop Daily Goofs for Good
- The Psychology of Failing Fixes
- Supporting Grid Reliability with Low-to-Medium Risk TapRoot® Investigations
- Deep Dive into the Procedures Basic Cause Category
- Using Wearables to Minimize Daily Human Errors

SOFTWARE

- TapRoot® Software Sandbox
- Instructor Software Updates
- Building Your Software Incident Report
- What's New in the TapRoot® Software
- Software Advisory Board
- What is a Trend and How Can You Find Trends in the TapRoot® Data
- Best Practices for Sharing Lessons Learned



ASSET OPTIMIZATION

- TapRoot® Users Share Best Practices
- Multiple Failures Without Learning
- Improving Maintenance Troubleshooting with Equifactor® Equipment
- The Psychology of Failing Fixes
- The Business End of Equipment Reliability, Part 1
- The Business End of Equipment Reliability, Part 2
- Minimizing Downtime by Minimizing Repair Time

PATIENT SAFETY & QUALITY HEALTHCARE

- TapRoot® Users Share Best Practices
- Improving Patient Safety: Gaining a Win From a Loss
- Improving Sentinel Event Investigations
- Influencing Change
- Top 7 Secrets of a Great Investigation Interview
- Deep Dive into the Procedures Basic Cause Category
- Using Wearables to Minimize Daily Human Errors



CUSTOM EXPERIENCE

Want to mix and match sessions from multiple tracks? No problem! We want you to be able to customize your Summit experience to make the most of your time. Register for the sessions that interest you, learn best practices from industry experts, and help solve your company's biggest challenges.

QUALITY

- How to Replace 5 Whys with TapRoot® for Better Results
- Making Audits an Integral Part of a Proactive Improvement Program
- Stop Daily Goofs for Good
- Influencing Change
- Top 7 Secrets of a Great Investigation Interview
- What is a Trend and How Can You Find Trends in the TapRoot® Data
- Using Wearables to Minimize Daily Human Errors



SAFETY

- How to Replace 5 Whys with TapRoot® for Better Results
- Making Audits an Integral Part of a Proactive Improvement Program
- TapRoot®: The One-Stop Solution to Managing Risk
- The Psychology of Failing Fixes
- Clarifying Common Misuses of Safety Risk Language
- Taking Your Investigation Communication to a Dynamic New Level
- Pike River: The Human Story



ALTERNATIVE SESSIONS

- How to Replace 5 Whys with TapRoot® for Better Results
- Making Audits an Integral Part of a Proactive Improvement Program
- Analyzing Multiple Similar Incidents
- The Psychology of Failing Fixes
- Top 7 Secrets of a Great Investigation Interview
- Taking Your Investigation Communication to a Dynamic New Level
- Using Wearables to Minimize Daily Human Errors



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For complete Summit schedule, visit www.taproot.com/taproot-summit

REGISTRATION & DETAILS



TRAVEL PLANNING

Summit Location:

Knoxville Convention Center in Downtown Knoxville, TN

Hotels: There are many excellent hotels nearby.

See taproot.com/summit for hotel suggestions convenient to the Knoxville Convention Center



ROI GUARANTEE

We know you have only so much time and resources to give to training and conferences in a year. We are confident that the TapRoot® Summit will be worth every effort you make to get here. Attend the Summit and go back to work to use what you've learned. If you don't get at least 10 times the return on investment, simply return the Summit materials and we'll refund the entire Summit fee.



CERTIFIED INSTRUCTOR STATUS

To maintain your status as a Certified TapRoot® Instructor, you must attend a Pre-Summit course and the Summit every two years. Register for the Certified Instructor track and you will receive the latest 2-Day TapRoot® course material.

Networking at the Summit Reception

Rock musician Carl Dixon will be joining us again to celebrate our 30th anniversary at the Wednesday evening Summit Reception. Along with great music, we'll enjoy delicious hors d'oeuvres to enjoy while networking with familiar and new colleagues. Of course, the Summit Reception is free to attendees and one guest.



PRICING & DISCOUNTS



Number of Attendees	Summit Only	Pre-Summit Only	Summit and Pre-Summit
1-2	\$995	\$1295	\$2090 (\$200 5-day discount)
3-9	\$895 (\$100 multi-attendee discount)	\$1195 (\$100 multi-attendee discount)	\$1890 (\$200 multi-attendee + \$200 5-day discount)
10+	\$795 (\$200 multi-attendee discount)	\$1095 (\$200 multi-attendee discount)	\$1690 (\$400 multi-attendee + \$200 5-day discount)



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Have questions about the Summit? Call us at 865-539-2139

2-DAY PRE-SUMMIT COURSES

February 26-27, 2018

- TapRoot® Root Cause Analysis Training
- Equifactor® Equipment Troubleshooting & Root Cause Analysis
- Advanced Causal Factor Development Course
- Advanced Trending Techniques
- TapRoot® Analyzing and Fixing Safety Culture Issues
- Risk Management Best Practices & Risk-Based Thinking
- Getting the Most from Your TapRoot® VI Software
- TapRoot® for Audits
- TapRoot® Evidence Collection and Interviewing Techniques to Sharpen Investigation Skills
- Understanding and Stopping Human Error

CEU & ABIH

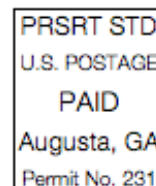
You will receive 2 CEU's for attending the Summit, and 1.6 CEU's for attending certain Pre-Summit courses (please check with us to see if your course has CEU's). CM credits may be obtained through ABIH by submitting your attendance to the appropriate organization.



Register and Start Planning Today!
www.taproot.com/taproot-summit

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Global TapRoot® Summit Invitation
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Post Office: _____
Address Service Requested



Global Summit Week **Pre-Summit Courses**

Quality **Trending**
ROI Guarantee
Networking **Knoxville**

Equifactor®

Asset Optimization

Sharing Best Practices **Reception Fun**

Inspiring **TapRoot®**
ROOT CAUSE ANALYSIS

Interviewing **Root Cause Tree®**
Procedures

Certified Instructor Recertification

Trending **Customizable Tracks**

Patient Safety **Group Discounts** **Software**

Safety



Join the Conversation
#taprootsummit

PAST COMMENTS

"As usual, can't think of any way you might improve. You've got this down to a science." -Cory W.

"Well organized and professional. Great enthusiasm!" -Laurie T.

"Excellent as always. Thank you for such high quality breakouts!" -Michele L.

"Great Summit. Loved the variety of information. I would tell people thinking about attending to do it!" -Dale H.



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