

Elevate Your Investigation Capability

The Investigator Foundations Certificate Program is built on proven investigation practices from high-consequence industries, designed for GMP, QA, and EHS professionals in pharma and biotech.

Why This Program?

Traditional root cause analysis — 5-Why, Fishbone, single root cause thinking, may work for simple process problems, but in complex, high-consequence investigations involving human performance, it consistently stops short of identifying the real causes of deviations and safety events.

OLI's Investigator Foundations Certificate Program shifts the mental model from blame and human error to systems thinking, causal analysis, and operational learning.

The result: investigations that find real causes and produce corrective actions that actually work.

The 3-Layer Model



Investigations must go beyond behaviors to address system and workplace factors.

Who Should Attend?

- GMP Investigators and Quality Assurance professionals
- EHS and Safety professionals
- Operations, Engineering, and MSAT leaders
- QC and Regulatory Affairs professionals
- Team leaders and managers responsible for deviation and safety investigations
- Anyone who leads or participates in investigation teams

Proven Results

Results achieved by a global pharma manufacturer following program completion:

37%

Overall deviation cycle time reduction

44%

Manufacturing deviation reduction

<1%

Investigations closing with human error designation

\$1.5M+

Estimated annual savings

"I just want to say you guys are changing the way I view investigations for quality and safety completely... Great work!"

— Technical Leader and Six Sigma Black Belt | Current IFCT Participant

Program Overview

9 modules · Live virtual · 9 weeks · Certification included

1. Human Performance & Systems Thinking
2. Thinking Differently About Investigations
3. Event & Causal Factor (E&CF) Analysis
4. Operational Learning & Psychological Safety
5. Impact Assessment & Product Quality Impact (PQI)
6. Bias & Decision Quality in Investigations
7. Facilitation of Effective Investigations
8. Corrective and Preventative Actions (CAPA)
9. Reporting & Communicating Investigation Outcomes

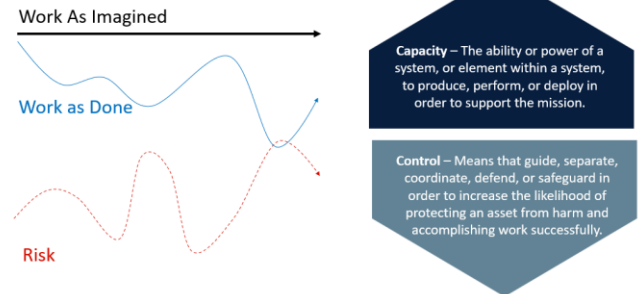
Format: Live virtual (Zoom) · 9 × 2-hour sessions

Duration: 9 weeks

Credential: Investigator Foundations Certificate

Pricing: \$3,995

From Imagined to Actual Work



Every deviation investigation begins with a gap between how work was designed and how it actually happened. Our program teaches investigators to close that gap — systematically, without blame.

Your Certification Journey

01 Kickoff Introductions, expectations, first case study	02 Live Sessions 9 modules, real cases, applied tools	03 Applied Work Apply tools to real events between sessions	04 Peer Learning Review, feedback, and coaching	05 Assessment Demonstrate competence and complete exam	06 Community Ongoing peer community post-certification
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Cohort size is limited to 20 participants.

Reserve your seat:

<https://www.operationallearninginstitute.com/investigator-foundations-certificate>

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