



Module 4: Accident Management

Structured Response, Internal Investigation, and Corrective Action Control

Module 4 focuses on structured internal response and investigation following commercial motor vehicle crashes.

This course provides a transportation-specific framework for:

- Immediate company response
- Evidence preservation and documentation
- Internal investigation procedures
- Root cause analysis
- Corrective and preventive action planning

This is not a large-scale investigative model. It is a practical system designed for motor carriers. Participants learn how to respond consistently, protect critical facts, and conduct disciplined internal reviews that strengthen defensibility and reduce repeat events.

Course Overview

Crash events create operational disruption and organizational exposure. The first response matters.

Module 4 teaches participants how to:

- Establish clear driver and management response expectations
- Collect and preserve relevant documentation
- Conduct structured internal investigations
- Apply root cause tools to identify system breakdowns
- Implement corrective actions that improve performance

The focus is scalable systems that carriers can implement immediately.

Who Should Attend

- Safety Managers and Directors
- Operations and Terminal Managers
- Fleet Supervisors
- Compliance Leaders
- Company Owners and Executives

Especially valuable for organizations seeking consistent post-accident procedures and improved internal investigative discipline.

Learning Objectives

By the end of this module, participants will be able to:



- Describe structured accident response protocols
- Apply practical internal investigation methods
- Conduct root cause analysis using formal tools
- Document findings clearly and consistently
- Develop corrective and preventive action plans

Topics Covered

Immediate Response

- Driver responsibilities at the scene
- Notification procedures
- Company response chain
- Documentation and evidence preservation

Internal Investigation Methods

- Interview techniques
- Data collection (ELD review, photos, statements, vehicle inspection documentation)
- Timeline reconstruction

Root Cause Analysis

- Human factors
- Mechanical contributors
- Organizational breakdowns
- Application of 5 Whys and Fishbone tools

Corrective & Preventive Actions

- Determining appropriate corrective measures
- Policy reinforcement
- Training adjustments
- System improvements

Learning Activities

- Accident scenario role-play (from initial call to findings)
- Root cause workshop using structured tools
- Investigation report drafting exercise
- Corrective action development session

Course Format

- Instructor-led classroom training
- Facilitated analysis and applied exercises

Duration: 1 Day (8 Hours)

Certificate: Certificate of Completion