

BI-05.02 Effective incident reporting, investigation with effective corrective actions

(Accountable - Operations Manager (Unassigned))

Expectations

Incident investigation is a business improvement process for identifying and solving issues that compromise site safety and productivity.

Specify

Sites have formal approach for incident reporting, investigation and determining corrective actions.

Implement

There is a formal approach for reporting and investigating incidents, determining and implementing corrective actions.

- Setting investigation scope and criteria are part of the process.
- Personnel leading investigations are trained.
- Recommendations for corrective actions are reviewed and approved by senior managers.

Monitor

Processes in place to confirm investigations are meeting site requirements and that all actions are being closed out.

- Senior management review incident investigations
- Corrective actions are assigned, and progress tracked.

- There is a periodic analysis of incident patterns.

Senior management regularly review of incident investigations. Comprehensive analysis of incidents, including for fires and adequacy of emergency response is undertaken.