

BI.00.23 Incident Reporting, Investigation and assigning Corrective Actions that improve business processes.

(Accountable - Operations Manager (Unassigned))

Expectations

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

Specify

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.

Information on incidents provided from creditable external agencies (such as EMESRT) are added to site processes to generate/identify improvement opportunities and heighten awareness.

Implement

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

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.