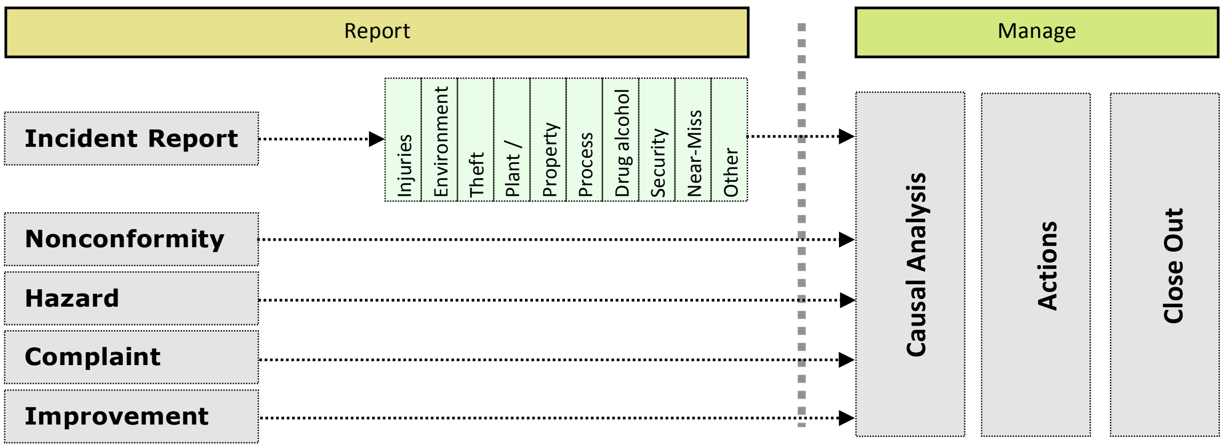
CS Incident

KEY INFORMATION

Issue Types

CS Incident enables up to 5 separate Issue Types to be entered and managed. Within those types, the Incident issue type has up to 10 sub-sections or pages.



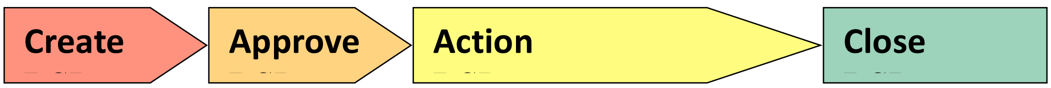
Each issue is divided into a **Report** and a **Manage** section.

All users can view the Report section which is where an Issue is entered.

Only those users who manage and close out issues need to access the Manage section, which is where the root cause, actions and closeout are recorded.

Processing Workflow

A Processing Workflow is used to progress each Issue entered into CS Incident. Separate **Approval** and **Closeout** gates are provided.



WHO	Any user	Responsible Mgr.	Actionees	Closeout Mgr.
STATUS	Draft →	Approved →	Actions Closed = Complete →	Closed

<u>Responsible Manager:</u> Person selected to **Approve** an Issue.

<u>Closeout Manager:</u> Person selected to **Close** an Issue.

Permissions determine who can be a Responsible Manager and a Closeout Manager. The Responsible Manager and Closeout are selected from the nominated users for each Issue.

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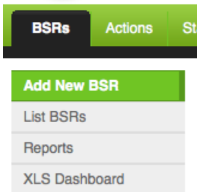
1 Entering & Editing Issues

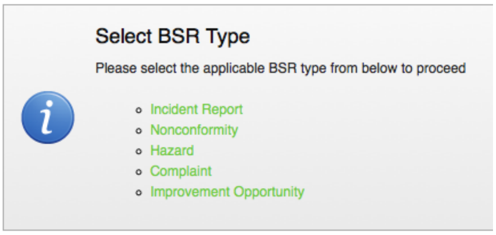
1.1 Entering a New Issue

Follow these steps to create a new Issue. There are up to 5 different Issue types to select from when entering a new Issue.

1. Click 'Add New' from the left hand menu.



2. Select the Issue type from the list provided.



3. Enter the details of the Issue into the Report page. Note that the items marked with an * are mandatory.

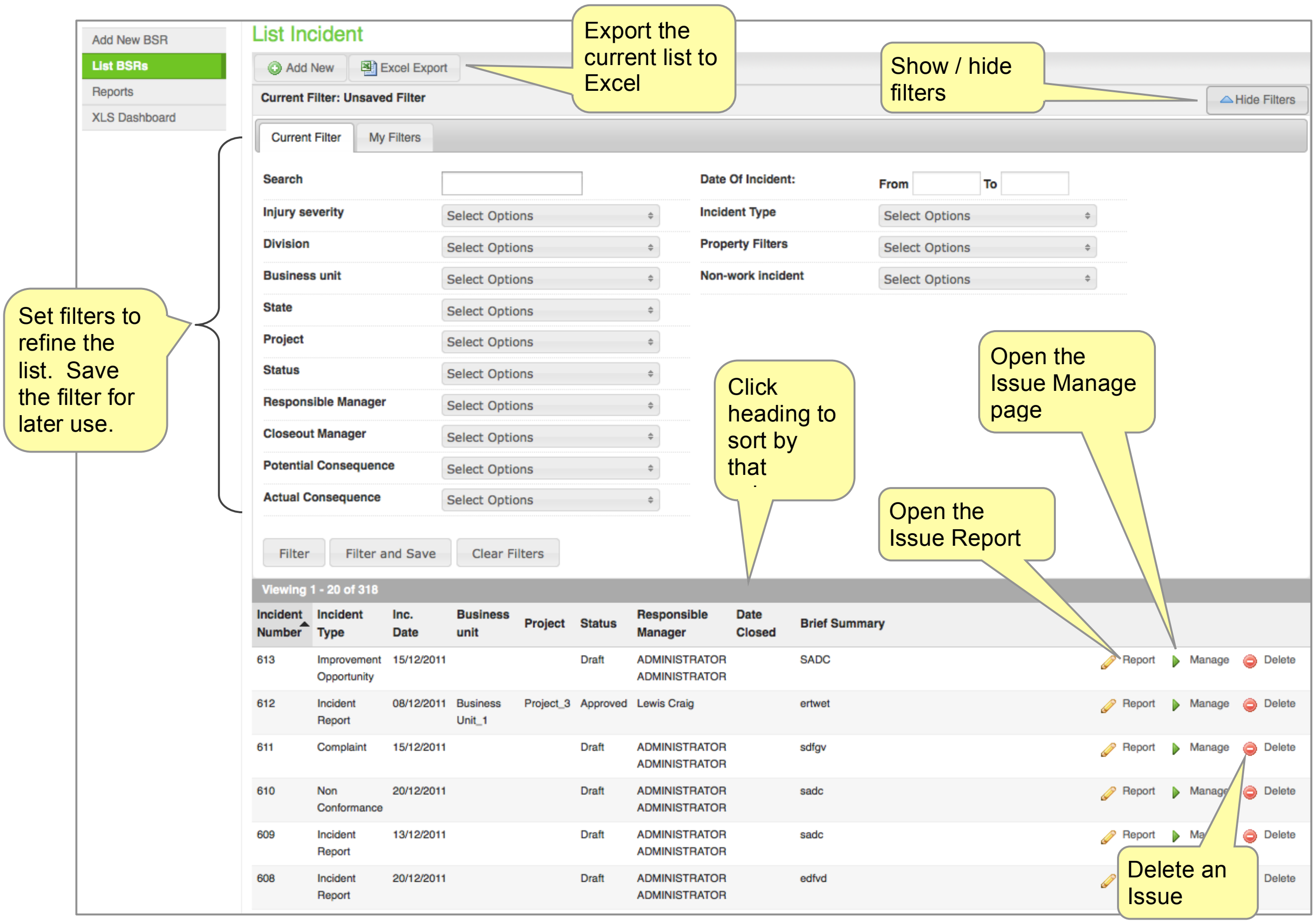
   If you are entering an <u>Incident</u>, and have selected any of the Incident Categories, you will also need to fill in the sub-pages (one for each Incident Category). Click "Next" to continue to each page where you will be asked to enter additional information. On the final page, click "Save".

   For <u>All Other Issue Types</u>, click "Save" to complete the Issue Report page.

After you have saved the Issue, you will be returned to the List page, where you can view Issues in CS Incident. See the following section for more details.

1.2 Reviewing Issues

The **List** page allows the Issues in CS Incident to be viewed and edited. The screenshot below provides an overview of the screen.



Buttons / Icons

Add New	Add a new Issue
Report	Open the Issue Report page (what happened)
Manage	Open the Issue Manage page (causal analysis, actions and close out)
Delete	Delete an Issue
Excel Export	Export the displayed Issues to Excel
Show Filters	Open / close the filters panel

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2 Managing Issues

2.1 Manage Page

The Manage Page for each Issue contains the following:

- Workflow
- Causal analysis
- Actions
- Cost and other information (as appropriate to the Issue type)

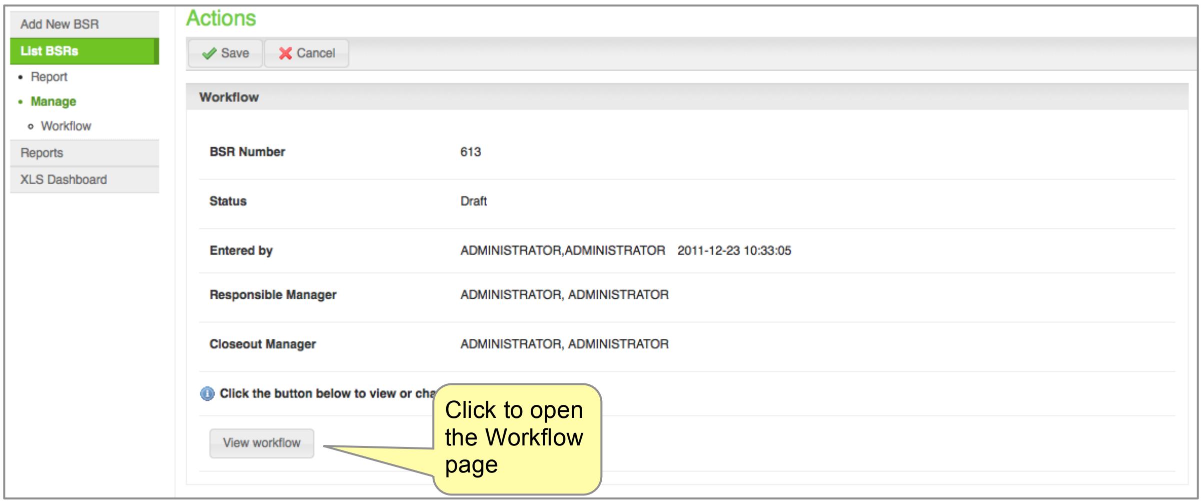
The Manage Page is accessed from the List of Issue (see previous section). It can also be opened from the Report page for an issue by clicking the "Save and Manage" button.

Only users with appropriate permissions have access to the Manage Page.

2.2 Processing Workflow

The steps in the Processing Workflow are detailed on the front page of this User Guide.

The Processing Workflow is accessed from the Manage Page by clicking the "View Workflow" button.



The key points of the Processing Workflow:

Approval: Issues must be Approved by the Responsible Manager in order to progress. Actions are generated upon Approval (they held in Draft until that point).

Complete: All Actions are Closed (have been Actioned) and the Issue is ready for Closeout.

Closeout: Closeout Manager has reviewed the Issue and if satisfied marks it as Closed.

The following illustrates the Workflow Page.

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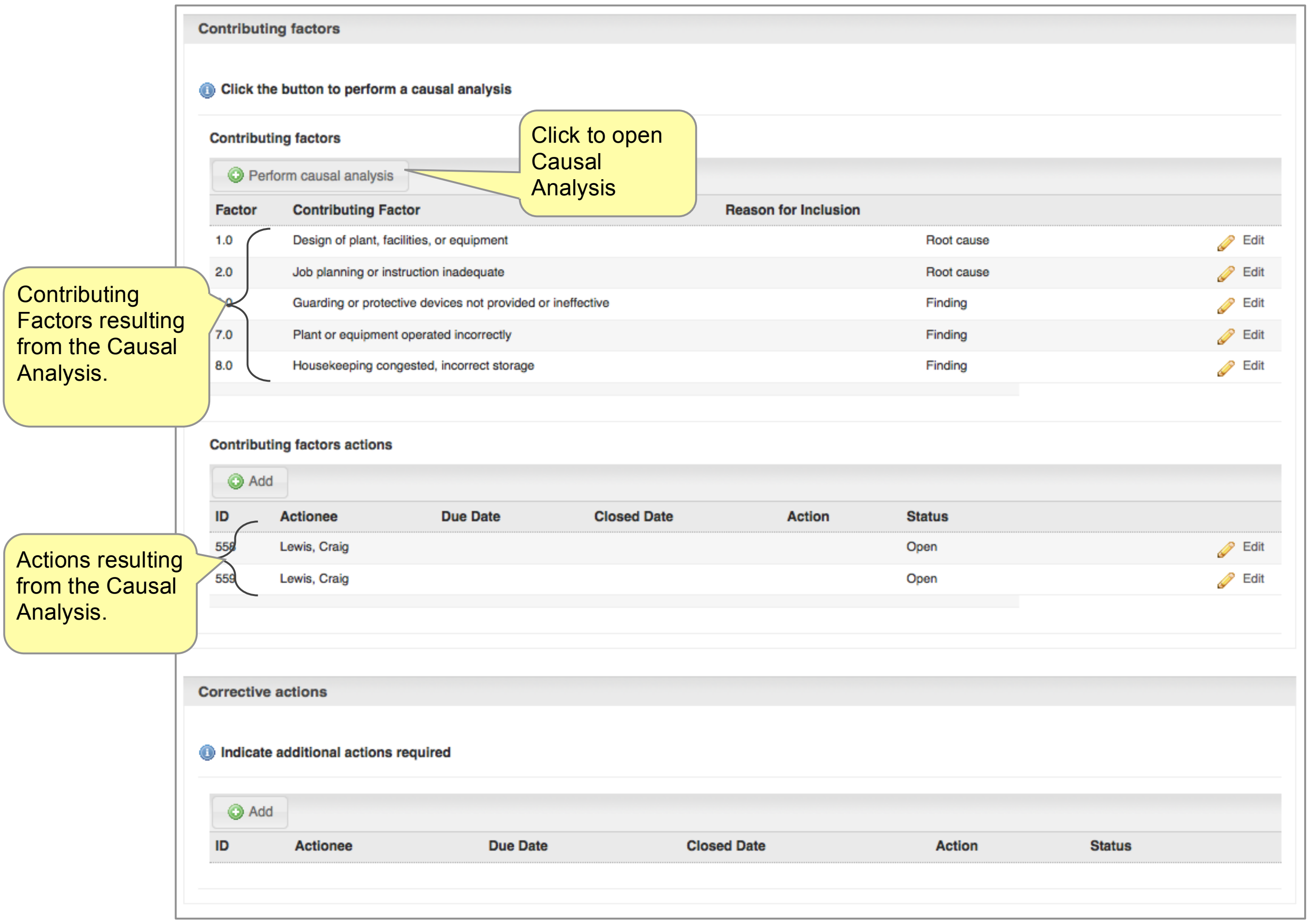
2.3 Causal Analysis

A Causal Analysis is completed for the Incident and Non-conformance Issue Types. This is accessed from the Issue Manage page as below.



Once the Causal Analysis is opened, the User must select the appropriate root causes. Click ‘Save’ when the selections have been made to return to the Issue Manage page.

For each selection made, a Contributing factor is created as shown above.

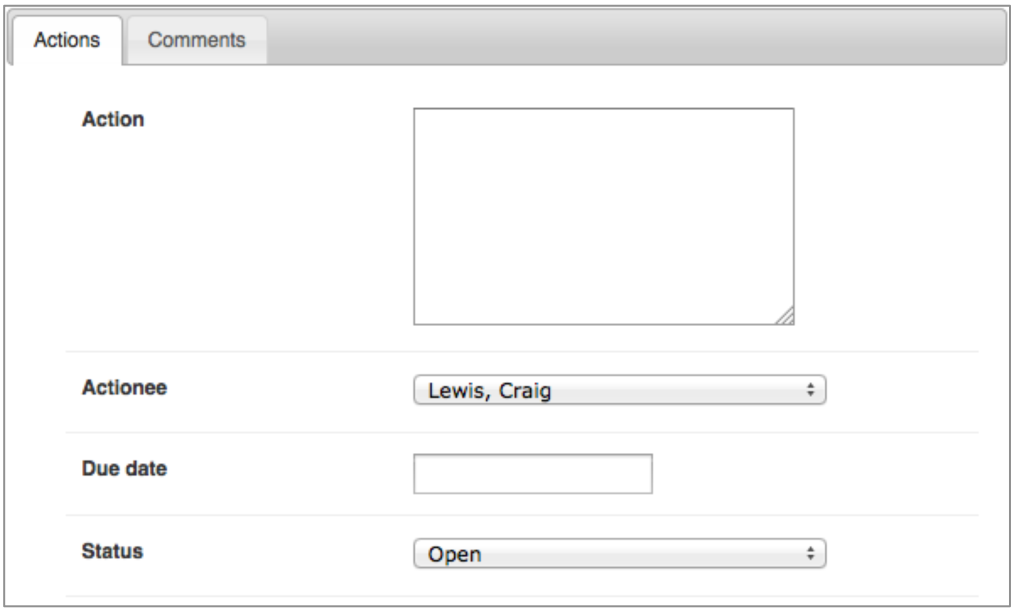
Depending on the administration configuration, some Contributing Factors will create an Action, whilst others will only contribute a Finding. All Contributing Factors are reflected in statistics and reports.

<u>Note that actions created as a result of the Causal Analysis do not include an actual action text or Actionee. This must be entered by the User (see following section).</u>

2.4 Actions

Actions are entered either as a result of the Causal Analysis (as above) or on an ad-hoc basis (as required) in the Corrective Actions section.

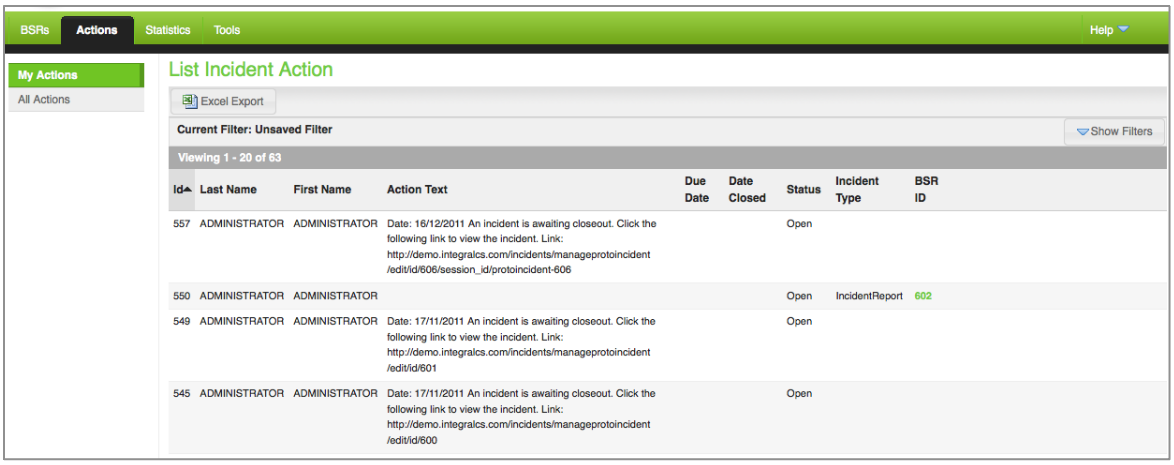
All Actions have the following information:



A Close date is entered when the Action is closed.

Actions are held in Draft state until the Issue is Approved by the Responsible Manager. At that point the Actions are set to Open, and an email generated notifying the Actionee that they have an action. Until this point the Actionee is not aware of the action.

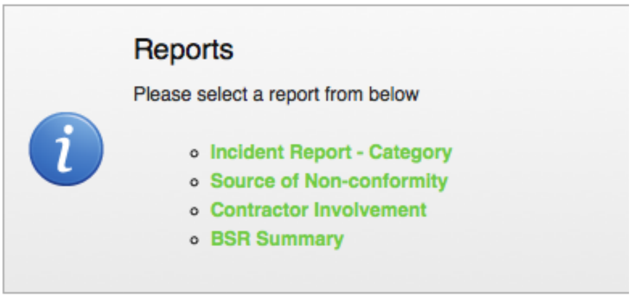
Actionees can manage their Actions either through the individual Issue on the Manage Page, or in a separate tab labelled "Actions". From here each User can view and manage their own actions, as well as see other User's Actions (if they have appropriate permissions).



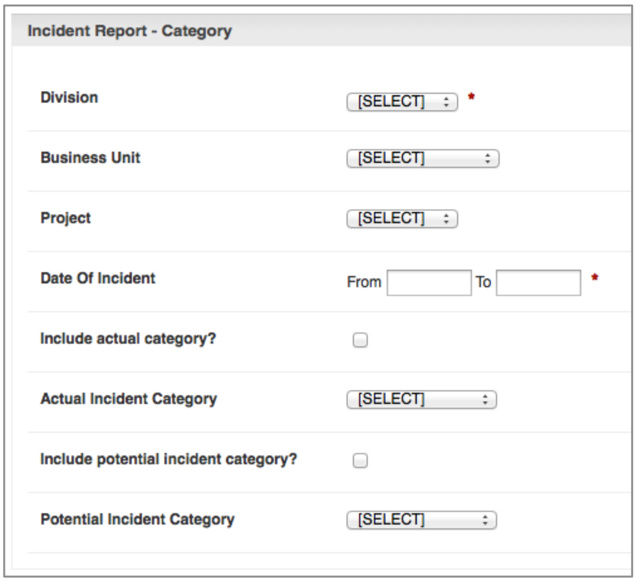
3 Reports

There are a number of reports available, accessed through the Reports menu.

The reports provide a range of information from detailed listings of Issues through to statistical analysis.



Each report has a number of filter options; a sample filter set is below.

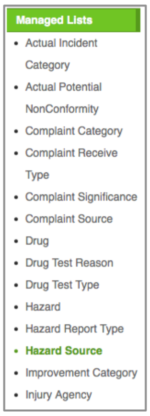


Reports are produced in an excel spread sheet format which is a good basis for the creation of custom graphs, further filtering and for printing to PDF.

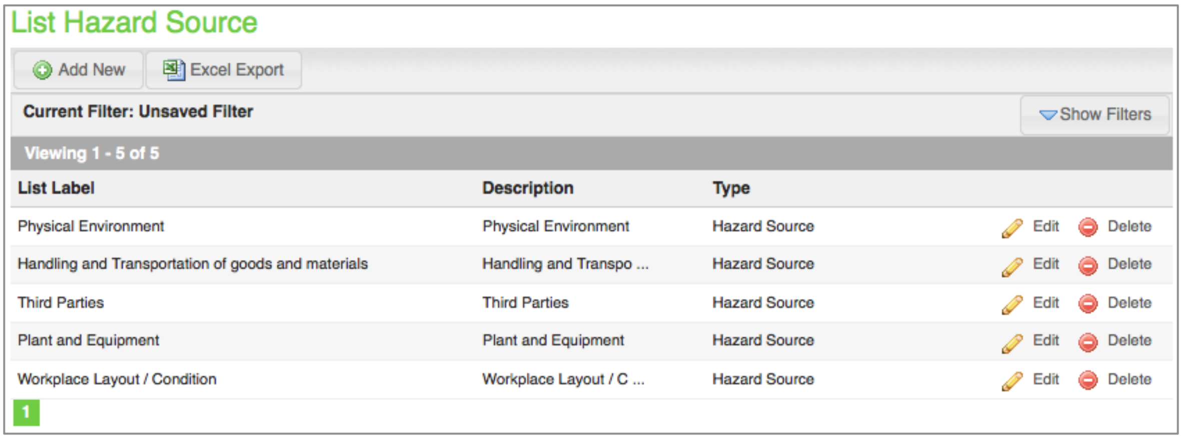
4 Administration

4.1 Managed Lists

There are a number of drop-down lists and lists of check-boxes within CS Incident that are configurable by Administrators. These are controlled via the 'Managed Lists' menu on the Tools tab.



Each item in the Managed Lists sub-menu corresponds to a drop-down or check-box list within CS Incident. For example, the list of 'Hazard Sources' that a user will see when they enter a Hazard or Incident will correspond to the 'List Label' column below:


List Hazard Source

Add New | Excel Export

Current Filter: Unsaved Filter | Show Filters

Viewing 1 - 5 of 5

List Label	Description	Type		
Physical Environment	Physical Environment	Hazard Source	Edit	Delete
Handling and Transportation of goods and materials	Handling and Transpo ...	Hazard Source	Edit	Delete
Third Parties	Third Parties	Hazard Source	Edit	Delete
Plant and Equipment	Plant and Equipment	Hazard Source	Edit	Delete
Workplace Layout / Condition	Workplace Layout / C ...	Hazard Source	Edit	Delete

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These values can be edited by an Administrator using the 'Add new', 'Edit' and 'Delete' buttons. Note that all existing Issue entries will be effected by any edits to the Managed Lists.

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4.2 Causal Analysis

The Non-conformance and Incident Issue types each have a Causal Analysis. The questions for the Causal Analysis are configured using the 'IR Root Causes' and 'Non. Conf. Root Causes' menus under the Tools tab.

List Incident Report Root Cause

Add New | Excel Export

Current Filter: None | Show Filters

Viewing 1 - 9 of 9

Label	BSR Type	Description	Contributing Factor		
9.0	IncidentReport	Did the use of incorrect tools or mechanical aids contribute to the incident ?	Incorrect tools or mechanical aids used	Edit	Delete
8.0	IncidentReport	Did congested housekeeping or incorrect storage contribute to the incident ?	Housekeeping congested, incorrect storage	Edit	Delete
7.0	IncidentReport	Did incorrect plant or equipment operation contribute to the incident ?	Plant or equipment operated incorrectly	Edit	Delete
6.0	IncidentReport	Was guarding or protective devices not provided or ineffective ?	Guarding or protective devices not provided or ineffective	Edit	Delete
5.0	IncidentReport	Did incorrect body position in relation to work contribute to the incident ?	5. Incorrect body position in relation to work	Edit	Delete
4.0	IncidentReport	Did inadequate rules, procedures or JSA contribute to the incident ?	Rules, procedures or JSA inadequate	Edit	Delete
3.0	IncidentReport	Did a failure to follow rules, procedures or JSA contribute to the incident ?	Rules, procedures or JSA not followed	Edit	Delete
2.0	IncidentReport	Did inadequate job planning or instruction contribute to the incident ?	Job planning or instruction inadequate	Edit	Delete
1.0	IncidentReport	Did the design of plant, facilities, or equipment contribute to the incident ?	Design of plant, facilities, or equipment	Edit	Delete

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Each question will be presented to the User each time they complete a Causal Analysis for the corresponding Issue type.

The 'Contributing Factor' is inserted into the list of Contributing Factors for the Issue each time the question is selected. Note that the Contributing Factor is not inserted into the Action (the Action is determined by the Manager carrying out the Causal Analysis).

Each question also has a checkbox to determine if an action is required when the question is selected.

Has Action ☑

If the checkbox is ticked, then each time a Manager selects this question, they be required to create a corresponding Action. If the checkbox is not selected, the Contributing factor is recorded as a 'Finding' and no action is required.

The 'Parent Question' drop down list can be used to 'nest' questions if required.