SOP Template: Error Reporting and Incident Management Process

This SOP details the **error reporting and incident management process**, including the identification and documentation of errors, immediate notification protocols, investigation and root cause analysis, corrective and preventive actions, communication and escalation procedures, and continuous monitoring and review. The goal is to ensure timely and effective resolution of incidents, minimize risks, improve operational performance, and enhance overall organizational safety and quality.

1. Purpose

To provide a structured and efficient process for the reporting, escalation, management, and resolution of errors and incidents in order to mitigate risk, improve operations, and maintain high standards of safety and quality.

2. Scope

This SOP applies to all employees, contractors, and stakeholders involved in the identification, investigation, and resolution of errors and incidents within the organization.

3. Responsibilities

Role	Responsibility
All Employees	Identify and report errors and incidents promptly.
Supervisors/Managers	Review reports, initiate investigations, and ensure corrective actions are implemented.
Incident Management Team	Coordinate investigations, perform root cause analysis, and oversee communication and escalation.
Quality Assurance	Monitor trends, report key metrics, and ensure SOP adherence.

4. Procedure

1. **Identification and Documentation of Errors**
   - Detect error or incident during routine operations.
   - Document precise details: date, time, location, individuals involved, description of error/incident.
2. **Immediate Notification Protocols**
   - Notify direct supervisor and/or Incident Management Team immediately according to severity level.
   - Escalate critical incidents to management and relevant authorities as required.
3. **Investigation and Root Cause Analysis**
   - Assign investigation team to collect evidence and interview involved parties.
   - Conduct root cause analysis using appropriate methods (e.g., 5 Whys, Fishbone Diagram).
4. **Corrective and Preventive Actions**
   - Identify corrective actions to resolve immediate issue.
   - Develop preventive measures to avoid recurrence.
   - Assign action items and deadlines to responsible parties.
5. **Communication and Escalation Procedures**
   - Update all affected stakeholders throughout the process.
   - Escalate unresolved or high-impact incidents to senior management.
6. **Continuous Monitoring and Review**
   - Regularly review incidents, actions taken, and outcomes.
   - Analyze trends and modify SOP or training as needed.

5. Documentation and Records

- Maintain incident logs/reports electronically and/or as hard copies.
- Track status of investigations, actions, and resolutions.
- Document lessons learned for future reference and staff training.

6. Revision and Review

- Review SOP at least annually or after major incidents.
- Update process to reflect improvements or organizational changes.

7. References

- Related policies and procedures
- Regulatory requirements
- Industry best practices

8. Appendix: Incident Report Form (Sample)

Incident Report	
Date/Time:	_____
Location:	_____
Reported By:	_____
Description:	_____
Immediate Actions Taken:	_____
Root Cause:	_____
Corrective/Preventive Actions:	_____
Responsible Person:	_____
Follow-Up Date:	_____