SOP: Incident Reporting, Review, and Continuous Improvement Procedures

This SOP details the **incident reporting, review, and continuous improvement procedures**, encompassing timely and accurate reporting of incidents, thorough investigation and analysis, documentation and record-keeping, feedback mechanisms, corrective action implementation, and ongoing monitoring. The goal is to enhance organizational safety and operational efficiency by learning from incidents and continuously improving processes.

1. Purpose

To define systematic procedures for reporting, reviewing, documenting, and learning from incidents. Ensures prompt resolution, promotes a culture of safety, and drives ongoing process improvement.

2. Scope

This SOP applies to all employees, contractors, and stakeholders engaged in organizational operations, regardless of incident type or severity.

3. Definitions

- **Incident:** Any unplanned event that caused or could have caused injury, damage, loss, or disruption.
- **Corrective Action:** Steps taken to eliminate the cause of a detected nonconformity or other undesirable situation.
- **Continuous Improvement:** Ongoing effort to enhance products, services, or processes.

4. Roles and Responsibilities

Role	Responsibility
All Employees	Immediately report all incidents to supervisor/manager.
Supervisors/Managers	Ensure timely and accurate reporting; initiate investigation; implement initial corrective actions.
Incident Review Committee	Conduct thorough review and root cause analysis; recommend corrective/preventive actions.
Quality/Safety Officer	Maintain incident records; lead continuous improvement initiatives; monitor effectiveness of actions.

5. Procedure

5.1 Incident Reporting

1. Immediately report any incident to the supervisor or designated contact using the Incident Report Form.
2. Record key details: date/time, location, parties involved, description, immediate actions taken.
3. Submit report within 24 hours of the incident or as soon as practicable.

5.2 Incident Review & Investigation

1. Supervisor/manager reviews the incident report and conducts a preliminary assessment.
2. For serious incidents, escalate to the Incident Review Committee.
3. Investigate root causes using available tools (e.g., 5 Whys, Fishbone Diagram).
4. Document findings, including contributing factors and lessons learned.

5.3 Corrective Actions & Implementation

1. Propose corrective and preventive actions based on investigation outcomes.
2. Assign responsible persons and deadlines for each action.
3. Implement actions per the established timeline.
4. Verify effectiveness of actions upon completion.

5.4 Documentation & Record-Keeping

- Maintain comprehensive records of all incidents, investigations, actions, and follow-ups in a secure format.
- Retain incident documentation in accordance with legal and organizational requirements.

5.5 Feedback Mechanisms

- Communicate outcomes, corrective actions, and lessons learned to all relevant staff.
- Encourage suggestions for process improvement from employees.

5.6 Continuous Improvement & Monitoring

- Regularly review incident trends and recurring issues.
- Periodically audit the effectiveness of corrective actions and process updates.
- Update SOPs, training, and practices as part of continuous improvement efforts.

6. References

- Incident Reporting Form (Appendix A)
- Investigation Checklist (Appendix B)
- ISO 45001 Occupational Health and Safety Standard

7. Revision History

Date	Version	Description	Author
2024-06-15	1.0	Initial creation	Compliance Team