SOP: Post-Incident Review and Feedback Collection

This SOP details the process for **post-incident review and feedback collection**, including incident analysis, identifying root causes, gathering feedback from involved personnel, documenting lessons learned, and implementing corrective actions. The goal is to improve safety protocols, prevent recurrence, and enhance overall organizational response to incidents through systematic evaluation and continuous improvement.

1. Purpose

To provide a standardized process for conducting post-incident reviews and collecting feedback to strengthen organizational response, prevent incident recurrence, and support a culture of continuous improvement.

2. Scope

This SOP applies to all employees, contractors, and stakeholders involved in or affected by workplace incidents within the organization.

3. Responsibilities

Role	Responsibility
Incident Review Leader	Facilitates the review process and ensures adherence to the SOP.
Involved Personnel	Provide feedback and participate in root cause analysis.
Safety Officer	Documents findings, lessons learned, and monitors implementation of corrective actions.
Management	Approves proposed actions and supports implementation.

4. Procedure

1. **Immediate Post-Incident Actions**
   - Ensure the incident scene is secured and all affected individuals receive appropriate care.
   - Notify relevant authorities and management as per organizational protocols.

2. **Initiate Post-Incident Review**
   - Assign an Incident Review Leader and form a review team.
   - Schedule a review meeting within 48 hours of incident resolution, where feasible.

3. **Conduct Incident Analysis**
   - Collect incident reports, witness statements, and relevant documentation.
   - Analyze the sequence of events leading up to the incident.
   - Identify root causes using recognized methods (e.g., the "5 Whys", Fishbone diagram).

4. **Gather Feedback**
   - Distribute feedback forms or conduct interviews with involved and affected personnel.
   - Encourage open, honest responses in a blame-free environment.

5. **Document Lessons Learned**
   - Summarize key findings, observations, and lessons from the review and feedback.
   - Prepare a detailed post-incident review report.

6. **Implement Corrective Actions**
   - Develop an action plan addressing identified root causes.
   - Assign responsibilities and deadlines for action items.
   - Monitor progress and ensure completion.

7. **Review and Continuous Improvement**
   - Regularly review effectiveness of corrective actions and safety protocols.
   - Update SOPs and training as necessary.

5. Documentation and Records

- Post-incident review reports
- Feedback forms and interview records
- Root cause analysis documentation
- Corrective action plans and status updates

6. References

- Incident Reporting Policy
- Root Cause Analysis Best Practices
- Employee Safety Manual

7. Review and Revision History

Date	Version	Description	Author
[YYYY-MM-DD]	1.0	Initial version	[Name]

Note: Update the review history table with each SOP revision.