

Document Type/Safety Program/Standard	Document number:
ABS Group Generic Incident Investigation Program	Revision:
	Revision Date:
	Page 1 of 58

Table of Contents

1	Introduction	4
1.1	Purpose	4
1.2	Scope	4
2	References	5
2.1	Internal Company References	5
2.2	External References	5
2.3	Guidelines.....	5
3	Definitions	5
4	Training Requirements	9
4.1	Initial Training Requirements	9
4.2	Refresher Training.....	10
5	Roles and Responsibilities.....	10
6	Contractor Responsibilities and Actions	15
7	Incident Reporting.....	16
7.1	Updating Information in the EXP Database.....	17
8	Incident Classification	17
8.1	Other Classification Considerations	17
9	Initial Incident Investigation Notification Requirements	26
10	Initiating Investigations.....	28
11	General Incident Investigation Requirements	28
12	Level 1 Investigations.....	30
12.1	Level 1 Investigation Team.....	30
12.2	Simplified Timeline OR 5 WHYs Methodology	30
12.3	Documenting Level 1 Investigations.....	32
12.4	Review and Approval of Level 1 Investigation Reports/ Documentation	32
13	Level 2 and Level 3 Investigations	32
13.1	Level 2 and Level 3 Incident Investigation Charter.....	32
13.2	Level 2 and Level 3 Incident Investigation Team	33
13.3	Level 2 and Level 3 Incident Investigation Methods.....	34
13.4	Level 2 and Level 3 Incident Investigation Documentation	42

Document Type/Safety Program/Standard	Document number:
ABS Group Generic Incident Investigation Program	Revision:
	Revision Date:
	Page 2 of 58

13.5	Review and Approval of the Investigation Report.....	45
13.6	Post-Investigation Team Review	45
14	Recommendation and Action Item Resolution, Tracking, and Close-out.....	46
14.1	Recommendation Resolution	46
14.2	Management Modification or Rejection of a Recommendation	46
14.3	Recommendation/Action Item Implementation.....	47
14.4	Verification Activities.....	48
14.5	Effectiveness Assessment Activities	48
14.6	Recommendation/Action Item Closure Requirements.....	49
14.7	Recommendation/Action Item Deferral Process.....	49
15	Report Management	50
15.1	Communication to Affected Personnel	50
15.2	Access and Availability of Reports	52
15.3	Document Retention.....	52
16	Learning from Experience	52
16.1	Corporate-Wide Implications	52
16.2	Periodic Reporting	54
16.3	Identify Repeat Incidents / Near Misses	55
16.4	Measuring Performance	55
16.5	Continuous System Improvement	56
17	Incident Investigation Team Supplies	57

Document Type/Safety Program/Standard	Document number:
ABS Group Generic Incident Investigation Program	Revision:
	Revision Date:
	Page 3 of 58

List of Tables

Table 1: Definitions

Table 2: General Incident Investigation Training Requirements

Table 3: Roles and Responsibilities

Table 4: Incident Classification Matrix

Table 5: Incident Notification Requirements

Table 6: General Incident Investigation Requirements by Level

Table 7: Recommendation Levels

Table 8: Example Recommendations for Each Level

Table 9: Example Root Cause Summary Table

Table 10: Completion Times for Recommendations/Action Items

Table 11: Incident Report and Recommendation Notification Requirements

List of Attachments

Attachment 1: Incident Investigation Workflow Diagram

Attachment 2A: 5-Whys Analysis Documentation Form

Attachment 2B: Simplified Timeline Analysis Form

Attachment 3: Incident Investigation Team Charter Template

Attachment 4: Job Aid for Development of Cause and Effect Trees

Attachment 5: Job Aid for Development of Timelines

Attachment 6: Job Aid for Development of Causal Factor Charts

Attachment 7: Incident Report Scoring Form

Attachment 8: Incident Insight Template