



**The Inspection Technology and  
Quality Assurance National Institute**

**INCIDENT INVESTIGATION  
PROCEDURE  
ITQAN-MP-12**

**According to ISO 14001:2015 and ISO 45001:2018 requirement**

**ITQAN Institute**



## INCIDENT INVESTIGATION PROCEDURE

Document ID	INCIDENT INVESTIGATION PROCEDURE ITQAN-MP-12
Date	Aug 2023
Prepared by	Training Operation Officer
Reviewed by	ITQAN Management
Approved by	ITQAN Managing Director
Version	1.0
Responsible	

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## INCIDENT INVESTIGATION PROCEDURE

### 1. PURPOSE:

The purpose of this procedure is to thoroughly investigate incidents, determine their causes, and implement corrective measures to prevent their recurrence. This procedure aims to achieve the following objectives:

- Establish the roles and responsibilities of the investigation team.
- Promptly respond to incidents as they occur.
- Conduct a thorough root cause analysis supported by evidence.
- Summarize incidents and discuss findings with management.
- Enhance safety measures based on investigation outcomes.

### 2. SCOPE:

This procedure applies to incidents resulting from accidents occurring within the Inspection Technology and Quality Assurance National Institute (ITQAN), encompassing:

- Employees, suppliers/contractor, trainees, visitors, damage to institute property, vandalism, and acts of sabotage.
- When a client provides an incident procedure for ITQAN to follow, the institute shall adhere to the guidelines and ensure its employees, suppliers/contractors, and trainees are familiar with it.

### 3. RESPONSIBILITY:

- The Quality, Health, Safety, and Environment Management Representative (QHSE-MR) is responsible for overseeing accident, incident, and dangerous occurrence investigations. They ensure necessary resources are available for implementing corrective actions and prioritize based on urgency.
- The Management Representative and HSE team members are responsible for investigating accidents or incidents and maintaining comprehensive accident/incident reports for future reference. They also ensure that health and safety training include information on accident reporting and investigation procedures.
- All staff and trainee members are responsible for following the institute's rules, regulations, and safety instructions. They must immediately report all accidents and incidents to their supervisors/heads before leaving work.

### 4. DEFINITION:

- **Accident:** An undesired event resulting in harm to people, property damage, or work loss.
- **Incident:** An unplanned event resulting in or having potential injury, damage, or loss.
- **Near Miss:** An incident without resulting in injury, illness, or property damage.
- **Lost Time Injury:** An injury requiring over 24 hours of medical treatment.
- **Fatality:** Employee or trainee death from work-related incident or exposure.

### 5. PROCEDURE

#### 5.1. Handling Major Accidents/Incidents:

1. Following an accident or incident, if safe, staff will take immediate actions to reduce risks (e.g., hazard isolation, first aid, evacuation). Depending on injury severity and preference, appropriate first aid or medical care is administered.
2. Once risks are mitigated, alert nearby staff to inform supervisors/heads for emergency response.
3. Witnesses of the incident must promptly notify their department/unit heads or teachers.
4. Suppliers/Contractors, trainees or visitors shall be informed of emergency contact points.
5. First aid practitioners may assess the patient while awaiting medical professionals. Other staff secure the area.
6. On medical professionals' arrival, first aid practitioners must coordinate and assist to the medical professionals in treating the injured personnel.
7. Patients receive treatment in the clinic, and if needed, the ITQAN administration arranges for hospital transport.
8. Administration shall prepare required hospital documents.

### 5.2. Initial Investigation:

1. The QHSE MR investigates the incident in consultation with on-site employees.
2. Immediate corrective actions must be done to eliminate danger.
3. Investigation commences immediately, and an incident investigation report (ITQAN/MP/16) must be provided to the top management within 24 hours. The complexity may involve other employees, trainees, or suppliers/contractors present.
4. The investigation aims to gain an accurate understanding by examining the accident/incident scene, including the location, equipment used, workplace conditions, and other factors.
5. Interviews with involved personnel are conducted while the patient interview follows after the medical permission.

### 5.3. Final Investigation:

1. Management Representative reviews and validates proposed corrective/preventive actions through a formal incident report.
2. Collaborative investigations must be done between the management representative and department/unit head to enhance loss prevention.
3. HSE team re-assesses the risk to validate existing procedures.
4. QHSE-MR verifies proposed actions to eliminate health and safety risks.
5. The concerned department/unit implements a long-term corrective action based on the finalized reports.
6. The final report is signed by the department/unit head for completion.

## 6. ASSOCIATED DOCUMENTS

- Incident Investigation Report (ITQAN/MR/15)
- Monthly Violation Report (ITQAN/MR/16)