

Instruction Document:

Incident Reporting - Quality

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| Document Number: Instruction Document – Incident Reporting - Quality | Revision No: 000 | Approval Date: April 17, 2017 |
| Name and Position of Document Approver: Colin Fraser, Lead - Logistics | | |

# Purpose & Scope

* This instruction document outlines the minimum requirements that must be met when sending out the initial notification for a quality incident pertaining to the job.

# Roles & Responsibilities

The instruction document activities described below must be completed by competent personnel. Every effort has been made to ensure the accuracy and reliability of this information.

1. Implementation

* The Lead - Logistics provides direction to Coordinators and provides resources to allow consistent rollout, training, implementation, and evaluation of all procedures; as well as ensuring implementation of this instruction document.

1. Supervision

* The Coordinator team performs the activities of this service under the supervision of the Lead - Logistics.

1. Risk Management

* The Lead - Logistics oversees requirements for the communication, implementation and monitoring of this instruction document. It is the responsibility of the Lead - Logistics to assess operations against documented processes.

1. Other (if applicable)

| TASK | STEPS | notes/hazards/  comments |
| --- | --- | --- |
| pre-job preparation | | |
| Preparation  C:\Users\mthomas\Desktop\WORK INST\ICONS + LOGOS\PREPARE.jpg | 1. Determine if the incident is HSE or Quality related. Quality related examples would be bulk delivery issues, loss of returns, lates, etc. 2. If the incident is HSE related and not Quality, refer to WI: Incident Reporting - HSE |  |
| Tools/Equipment Required  Description: Gartoon-Gnome-desktop-config | Ensure that you have the following items before you begin:   1. Access to the internet and email 2. Access to eService | All coordinators should have the ability to send and receive e-mails from their respective dispatch’s shared e-mail account. |
| instruction DOCUMENT | | |
|  | 1. Instruct the lead supervisor on the job to report the incident through eService, and obtain an initial statement from the employee(s) involved. |  |
|  | 1. Open the file named Quality Incident Facts. |  |
|  | 1. Fill in all of the relevant information, being as exact as possible without being redundant. Use the call sheet to fill in all involved units and personnel, if this information was not provided. | Note NPT in minutes, and only count NPT as time we held the rig up. Being late does not necessarily mean NPT! |
|  | 1. Once finished, save a new copy of this document into the proper monthly folder. Use the following naming convention: Quality Incident Facts – operating company, rig, job type, - ticket number, brief incident description. If the ticket number is not known, input 000000 in the initial report. | An example of this naming convention would be “Quality Incident Facts – Bonavista Savanna 656 – Liner – 123456 – 30 minutes NPT |
|  | 1. Email the initial report to [qualitynotification@sanjel.com](mailto:qualitynotification@sanjel.com) , along with the Client Solutions representative for the account. Ensure the subject of the email reflects the attached incident facts. |  |
|  | 1. Update the file with more information as it becomes available, including the proper ticket number. Repeat steps 4-5 as required, noting that it is an update email. |  |

If there any requests or discrepancies are found in this instruction document, please complete an MOC (if required) and email [Instructions@sanjel.com](mailto:Instructions@sanjel.com) to review.