

4 5 3 incident investigation non conformity corrective

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Incident Investigation and Corrective Action**

Four Steps in Incident Investigation

1. **Identification:** Gathering information and identifying the incident.
2. **Analysis:** Determining the root cause and contributing factors.
3. **Evaluation:** Assessing the impact and severity of the incident.
4. **Recommendation:** Proposing corrective actions to prevent future incidents.

Four Stages of an Incident

1. **Threat:** Potential danger or hazard identified.
2. **Event:** Occurrence of an incident.
3. **Impact:** Consequences of the incident.
4. **Recovery:** Mitigation and restoration efforts.

Four R's of Incident Management

1. **Recognition:** Identifying the incident and its severity.
2. **Response:** Immediate actions to contain and mitigate the incident.
3. **Recovery:** Restoring normal operations and minimizing disruption.
4. **Resilience:** Enhancing capabilities to prevent or withstand future incidents.

Corrective Action Procedure for Nonconformity

1. **Identify the Nonconformity:** Detect and document deviations from established requirements.

2. **Analyze Root Cause:** Determine the root cause and any contributing factors.
3. **Develop Corrective Action Plan:** Propose specific measures to eliminate the nonconformity.
4. **Implement Corrective Action:** Execute the plan and monitor its effectiveness.
5. **Verify Closure:** Confirm that the nonconformity has been eliminated and documented.

Corrective Actions in Incident Investigation

- Process improvements to prevent similar incidents
- Enhance safety measures and training
- Improve communication and incident response plans
- Implement new technologies or equipment

Corrective Actions for Nonconforming Practices

- Discipline or re-training for employees
- Revision of procedures or policies
- Implementation of monitoring systems
- Transition to new suppliers or processes

Five Steps of Corrective Action

1. **Identify:** Determine the nonconformity and its impact.
2. **Analyze:** Investigate the root cause and contributing factors.
3. **Develop:** Implement corrective actions to eliminate the nonconformity.
4. **Monitor:** Track the effectiveness of the corrective actions.
5. **Close:** Verify that the nonconformity has been resolved and document the process.

Four Major Stages to Incident Investigation

1. **Planning:** Defining the scope, objectives, and resources.
2. **Information Gathering:** Collecting evidence, interviewing witnesses, and analyzing data.
3. **Analysis:** Identifying root causes and contributing factors.

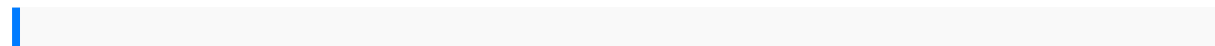
4. **Reporting:** Summarizing the investigation findings and recommendations.

Four Parts of Investigation

1. **Incident:** Description of the event and its circumstances.
2. **Root Cause:** Identification of the underlying cause.
3. **Corrective Action:** Recommendations to prevent recurrence.
4. **Documentation:** Written record of the investigation and its conclusions.

Difference between Corrective Action and Nonconformance

- **Corrective Action:** Action taken to eliminate an identified nonconformity.
- **Nonconformance:** Deviation from established requirements or specifications.



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