

Post-Incident Opportunities



At some point all construction industry companies will face the need for an incident investigation. The objective of an incident investigation is to determine the root causes of an incident so that recommendations can be implemented to prevent reoccurrence. This process also provides a learning opportunity for the employer to identify gaps or exposures within its safety management system. These findings can then be acted upon to make improvements to systems which will help to prevent similar outcomes in the future.

To implement effective controls, investigation teams should strive to identify deficiencies at a “systems” level through the investigation process. Systems may be identified as a mix of policies, procedures, roles and responsibilities, processes, work control systems or culture that support the safety objectives within a company. Any of these system components can affect behaviors and decision-making within your workforce, which may produce contributing factors for an incident.

Companies often find themselves reviewing very similar incidents which may be an indicator that system deficiencies are present and not being addressed or that mechanisms meant to highlight those deficiencies for action aren't functioning as they should. On occasion, it could be something as simple as a need for a refresher on developing “SMART” (**S**pecific, **M**easurable, **A**ccountable, **R**elevant, and **T**ime limited) action items following an incident investigation.

If you would like to discuss the many ways to extract learning and prevent reoccurrence in the wake of an incident or request EPIC's help identifying opportunities to improve the process within your organization, please reach out to us.



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