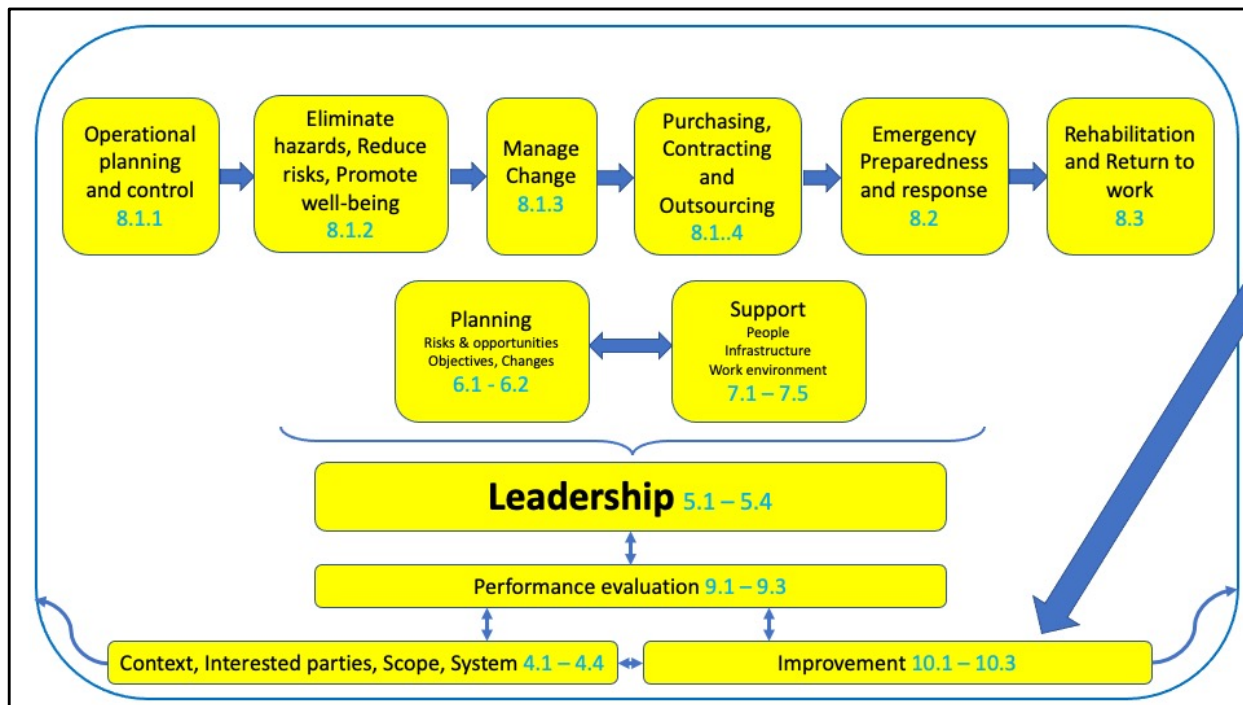


Lesson 8 – Clause 10: Improvement

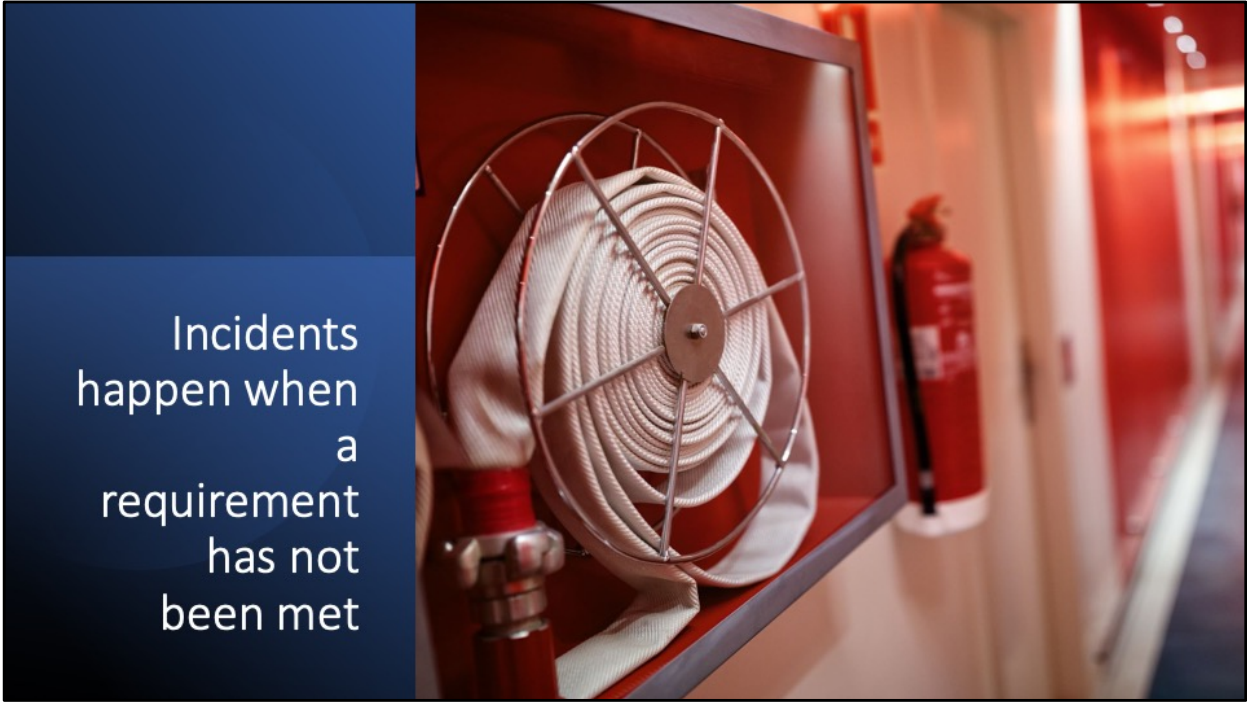
Clause 10.2 Incident, Non-conformity and Corrective Action



Simplify ISO 

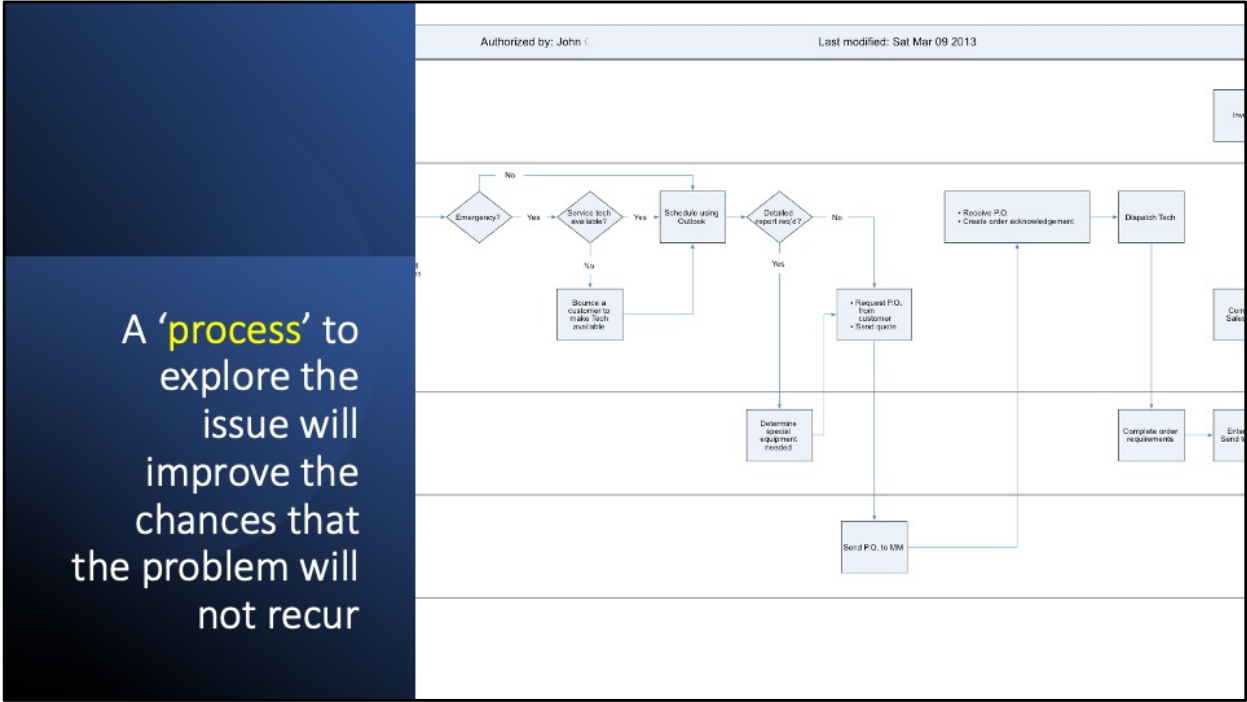


10 Improvement



Incidents
happen when
a
requirement
has not
been met

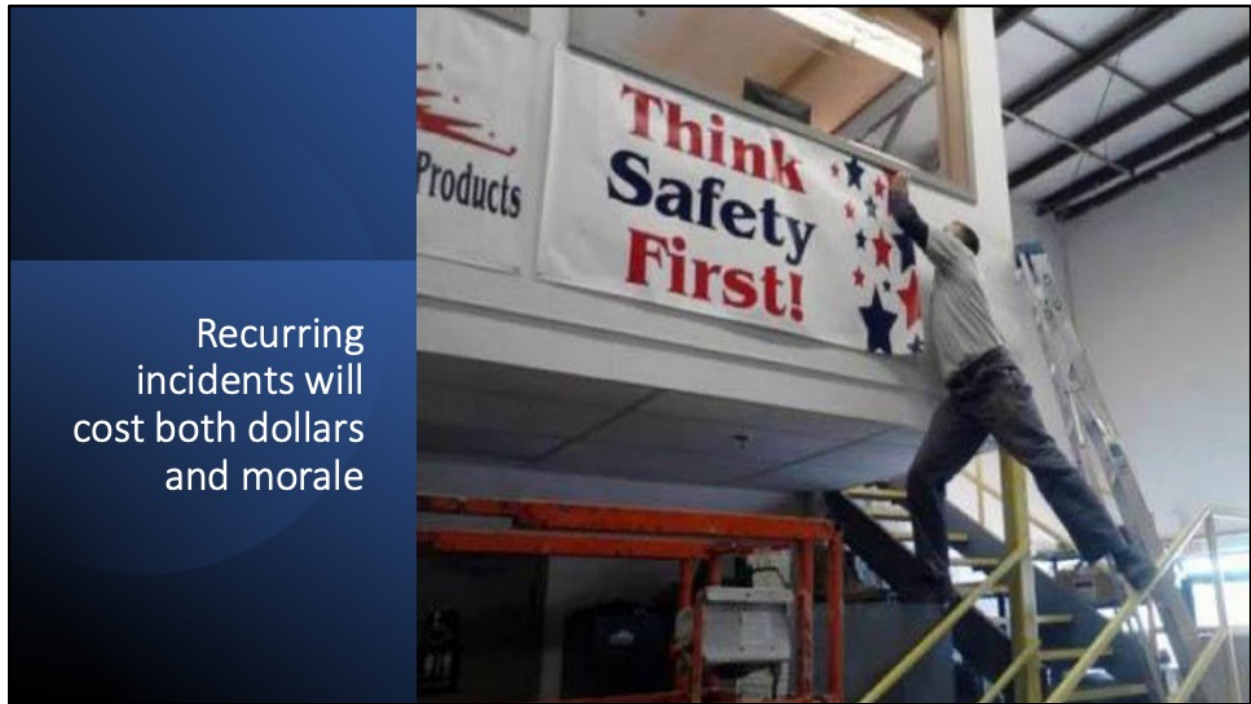
10.2 Incident, nonconformity and corrective action



10.2 Incident, nonconformity and corrective action

The organization should:

- a) have a process to address nonconformities and incidents related to psychosocial risk;



Recurring incidents will cost both dollars and morale

10.2 Incident, nonconformity and corrective action

The organization should:

- a) have a process to address nonconformities and incidents related to psychosocial risk;



Psychosocial incidents are sensitive and require 'extra' care

10.2 Incident, nonconformity and corrective action

The organization should:

b) consider developing a specific process to investigate nonconformities and incidents given the sensitive nature of incidents that impact on psychological health, safety and well-being at work;

Investigations
require a
special set of
skills



10.2 Incident, nonconformity and corrective action

The organization should:

b) consider developing a specific process to investigate nonconformities and incidents given the sensitive nature of incidents that impact on psychological health, safety and well-being at work;

Two important aspects of this process will be 'ease of reporting' and 'timely response'



10.2 Incident, nonconformity and corrective action

The organization should:

c) define processes for the reporting of nonconformity and incidents that maintain confidentiality and provide for a timely response to reports;



Develop a culture of support for those who are feeling stressed

10.2 Incident, nonconformity and corrective action

The organization should:

d) encourage and support reporting to reduce fear of reprisals;

If the information that comes from the exploration is good, the recommendations will be more helpful



10.2 Incident, nonconformity and corrective action

e) use information gained from investigations and recommendations for corrective actions to identify opportunities for improvement.

NOTE A nonconformity occurs whenever there is an actual or potential lack of conformity to the requirements of the organization's OH&S management system. An incident occurs whenever there is an actual, or potential for, injury or ill health to a worker.

Time for the Quiz!

You'll need your copy of
ISO 45003 to answer the
quiz questions

