Incident Management

Improve your Quality, Health, Safety and Environmental (QHSE) performance

Incident types

Quality
- Product returns
- Customer feedback and complaints
- Adverse notices
- Production line faults
- Facility incidents
- Near miss, incl. anonymous

Environmental
- Spills
- Exceedences
- Waterway/habitat
- Near miss, incl. anonymous

Health & Safety
- Hazards
- Injuries
- Illness
- Witness and investigations
- Near miss, incl. anonymous

Plus you can create other incident classifications to support your individual requirements.

Management of incidents and unplanned events have become a strategic issue that leaders can no longer ignore. In today's dynamic business world uncontrolled quality, environmental, health and safety risks can have catastrophic consequences for a company and their resilience. Plus complex compliance requirements make it a priority to proactively identify and monitor incidents to be more robust and drive performance. **That's where Entropy™ Software – Incident Management can help.**
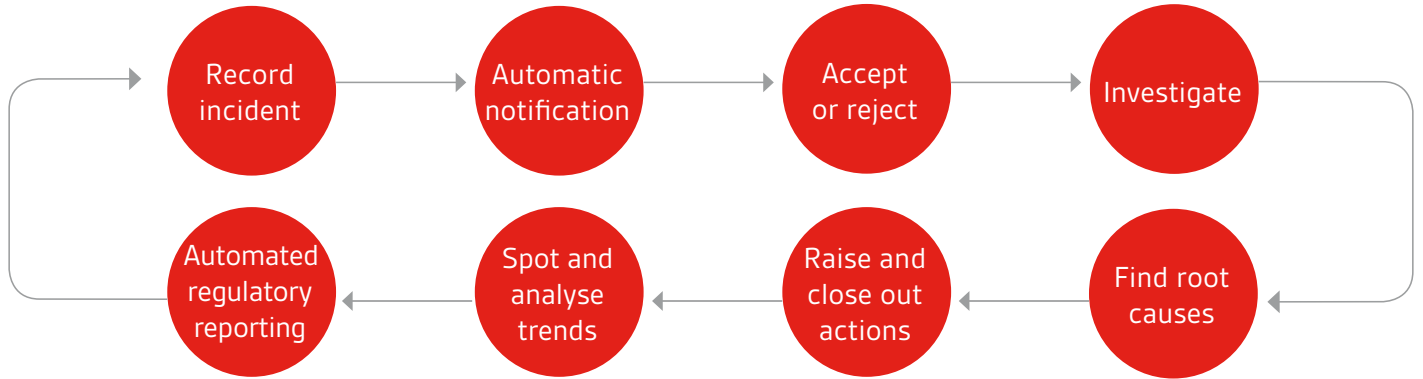
Incident Management is a convenient web-based tool, that allows you to record and analyse incidents, injuries/illnesses and near misses in one central repository. And every incident provides information, whether it identifies gaps, supports you to investigate the cause or helps you spot opportunities for improvement; it's valuable insight at your fingertips.

With user friendly dashboards and personalized reports you can:

- **analyse** performance by site and incident type
- **measure** performance against goals you set
- **align** with your compliance needs
- **get** a consistent overview to share with stakeholders

Whether you're managing incidents, operational procedures, customer complaints or hazard registers, Entropy Software can help you stay in control.

bsi.

...making excellence a habit.™

Core functions

Record incident → Automatic notification → Accept or reject → Investigate → Find root causes → Raise and close out actions → Spot and analyse trends → Automated regulatory reporting

What are the benefits of Incident Management?

- **Reduces** reoccurrence of incidents through consistent root cause investigations and corrective actions

- **Provides** greater efficiency through automated task allocation and progress updates

- **Allows** you to easily set your KPIs, create relevant incident classifications and monitor your performance

- **Improves** your response time to incidents, helping to protect your brand

- **Delivers** a consistent, integrated framework to align quality, environmental, and health and safety standards or business requirements

- **Improves** your ability to monitor risk and liability incidents through real-time information, reducing costs, disruption and penalties

- **Compares** your incident data, enabling trend analysis and effective decision-making across sites, business units or your entire organization

- **Provides** visibility of issues, incidents and tracking metrics through user-friendly dashboards and reports

- **Simplifies** compliance to standards, regulations, and/or internal business reporting requirements.

> **Entropy includes mandated form templates for OHSA and other governance standards that you can filter so they suit your regulatory needs**

Compliance Management

Knowledge Management

Entropy™ Software

Incident Management

Entropy™ Software is a powerful business management solution that reduces the cost and effort needed to proactively manage risk, improve performance, accelerate compliance and help your business grow sustainably.

Composed of three core modules, it provides pre-configured templates and content across leading management system criteria and external regulatory requirements so you can effectively manage compliance, risk, incidents and related documents. A centralized system, you can access, track and share relevant information across your entire organization.

Used globally, by companies of all sizes, Entropy Software enables you to streamline critical processes that drive continual improvement across all areas of the business.

Find out more
Call: **+1 800 862 4977**
Email: info@bsi-entropy.com
Visit: **bsi-entropy.com**

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