DMAI\textsuperscript{3}C: A Novel Approach to Incident Reporting and Investigation

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ABSTRACT

In 2004 Johnson & Johnson introduced an incident reporting and investigation tool that is being used for all Process safety management, serious and lost workday incidents including near accidents (near misses). This process provides a systematic way to analyze incidents to uncover root cause and point to viable solutions based on defects identified in the system. The process involves four steps: Initial reporting (within 72 hours), Investigation that includes determination of root cause (within 10 days), development of a corrective action (within 10 days) and incident cast analysis (due before the case is closed).

All report information, fault tree diagram development; corrective action planning tied to immediate, basic and system causes identified in the fault tree; collaboration among corrective action process owners and investigators, alerts and communications including routing, sign-offs and approvals is done electronically. This system allows a large corporation such as ours to look at incidents worldwide (150 facilities). It also allows us to share solutions and best practices among facilities and safety professionals. The methodology used to develop this system was Process Excellence using the DMAI\textsuperscript{3}C process.

Note: DMAI\textsuperscript{3}C stands for define, measure, analyze, innovative improvement and control