What Really Went Wrong? - Root Cause Determination Study and Improvement Initiative Results

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Abstract

In 2004 with the implementation of a new corporate-wide incident reporting electronic database, an evaluation was made possible as to the quality of incident investigations and reports at all sites within BASF Corporation. After reviewing almost 1000 incident reports, the Occupational and Process Safety teams at BASF determined that there was surprising room for improvement in the determination of the real Root Causes of the incidents and development of ensuing Corrective Actions. A communications and training initiative ensued to help all sites within BASF be able to better understand why incidents were happening and how to develop Corrective Actions to successfully prevent recurrence of the same and related incidents. This paper will give a brief background of the initiative, then focus on the development of leading Process Safety KPIs, the improvement in correct Root Cause determination at the trained sites, and the early information pointing to a reduction in Process Safety Incidents.