



ACCIDENT INVESTIGATION

INVESTIGATION

CAUSES

What caused or contributed to the accident?

Gather all the information about the accident. You want to know more than just *why* and *how* the accident happened. Objectively research the facts to learn the circumstances and causes behind the accident.

What unsafe condition or act caused the accident? Usually, the accident cause is the failure of procedures, equipment, employee training, environmental controls, or a combination of these conditions.

Determine the primary and contributing causes of the accident. The “primary cause” is related to all contributing causes of the accident. Controlling the “primary cause” would significantly reduce hazards in the future.

LOSS PREVENTION

CONTROLS

What suggestions can be made to prevent a reoccurrence?

What could cause another accident? How are you going to prevent a similar accident from happening? Prioritize your suggestions. Work on the imminent hazards first. List each suggestion separately. Being specific allows each action to be accomplished easier.

Analyze the facts. Do not concentrate on who was at fault. Remember, an accident investigation is not designed to find fault or blame. It is an analysis to determine causes that can be controlled or eliminated.

Reach a conclusion. Accident investigation should produce corrective action. No investigation is effective unless corrective action is suggested.

While accuracy is not guaranteed, this publication was prepared solely for the exclusive use of Mississippi Municipal Service Company customers. It is designed solely to assist our clients in maintaining their own risk management and loss prevention activities, and is not intended to replace their own efforts in providing a safe environment for employees, the public, and/or the preservation of property.



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CORRECTIVE ACTIONS

What corrective actions have been taken or plan to be taken to remove the causes of the accident?

Prevent reoccurrence should be your first priority. Corrective actions should be created to avoid a similar reoccurrence or additional accidents.

Eliminating or controlling the causes of the accident should be your goal when designing corrective measures. Develop your own corrective measures or seek assistance from other employees. Ask other workers to suggest improvements to make their work environment safer. List corrective actions in order of importance. Make corrective actions separate and specific.

Do something about the hazards. Take action on useful suggestions. Quickly respond to the corrective efforts that are most easily fixed.

AUTHORITY

Who is responsible for the corrective actions?

Pinpoint the responsible person most likely to get results for each corrective action. Each of these people should be responsible to get positive loss prevention results.

Assigning responsibility helps with obtaining feedback on improvements and illustrates the importance of the corrective measure.

Authority to make changes should be given to the investigators of accidents, which is usually the supervisor. If investigators do not have that authority, they should be able to ask management for additional assistance.



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ACCOUNTABILITY

ACTION PLAN

When should corrective actions be completed?

Track progress of corrective measures to help ensure that actions are taken. Schedule a target date when corrections should be completed. Establish suitable dates for each corrective action.

VERIFICATION

When were corrective actions completed?

Verify the completion of corrective actions. Conduct follow-up on all accident investigations to verify that corrective actions have been taken or will be taken. This is the most important step and the most overlooked. It assures improvements are actually made and have an impact on future loss prevention.