

Incident Analysis Checklist

Conducting a thorough incident analysis lets you figure out why it happened, remove the root causes and take measures to ensure it doesn't happen again.



Get the Whole Story

1. Gather facts and Evidence
2. Create a timeline of events
3. Don't blame, judge or make assumptions

Conduct a Root Cause Analysis

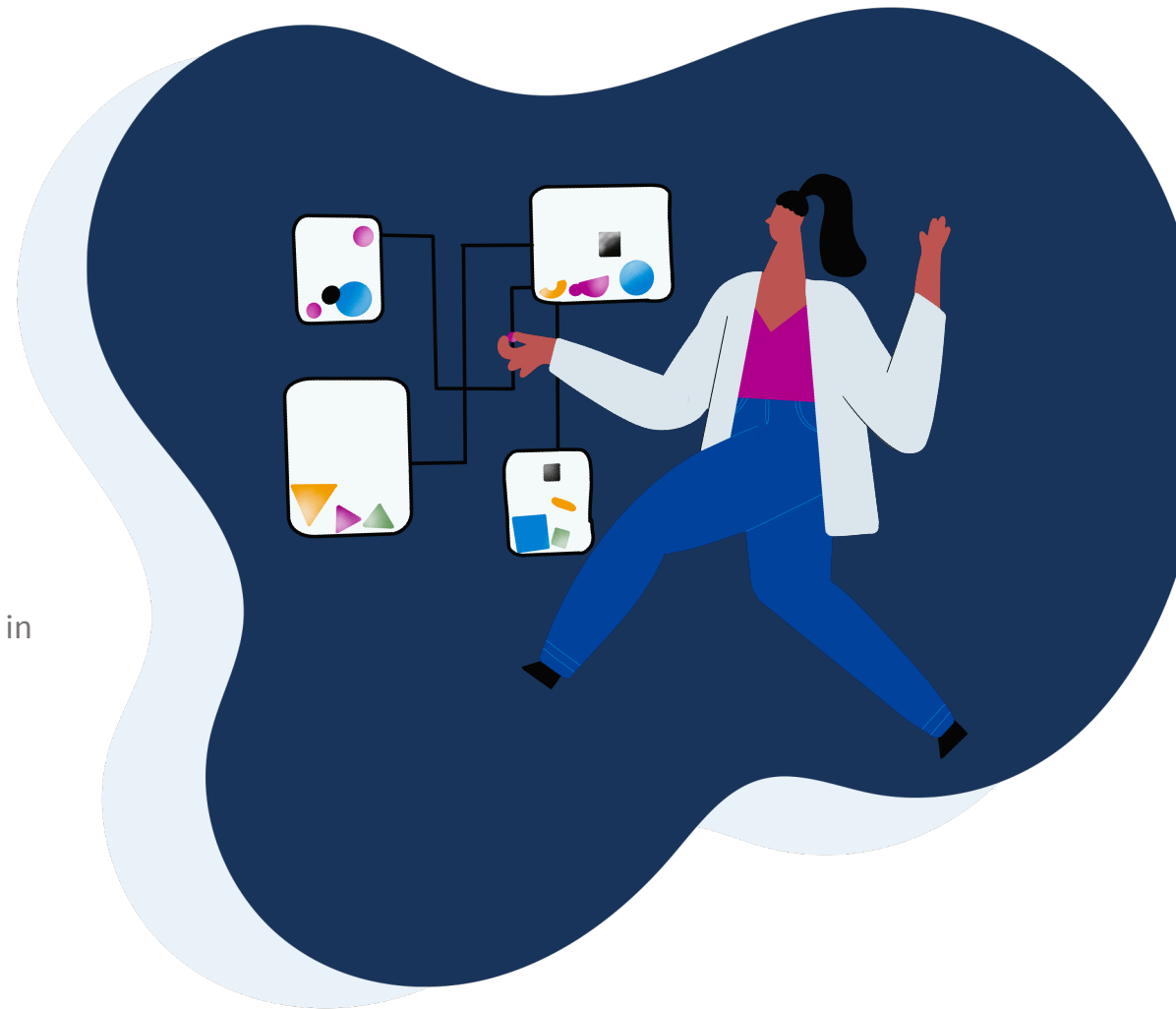
4. Form a root cause analysis committee
5. Identify contributing factors of timeline events
6. Uncover root causes of incident (fundamental flaws in process or policy)

Identify Patterns

7. Evaluate historic case data
8. Spot trends with a case management software data analysis tool

Correct and Prevent Issues

9. Eliminate the root causes of the incident
10. Take measures to prevent future problems



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