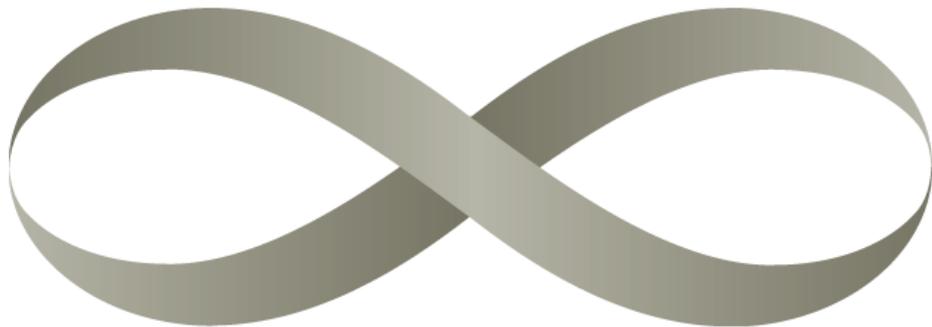


# **ACTION MANAGEMENT SYSTEM**

## **INCIDENTS OPERATIONAL GUIDE**



### **The Management Practice**

#### **Quality System Management**

“Online Actioning of Quality Improvements using AMS”

### **The AMS Internet System**

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# 1. Introduction

The Action Management System (AMS) is introduced into businesses as an important component of a business-wide improvement system.

Conformance to the ISO 9001 Quality Standards are essential to facilitate improvement in Quality Systems Management. The AMS is a simple tool used to record, track, review, and report on the Actions identified as a result of complying with the ISO 9001 quality standards.

**This document is the AMS Operational Guide to assist with the implementation of Quality Systems Management.**

The AMS is an online Internet application that operates through a standard Internet Explorer browser. Each user receives an assigned Username and Password from the AMS System Administrator within the business and these are both required to gain access to the system. The AMS application is normally accessed via a link on the staff Intranet. The Username of each employee is normally their initials followed by an AMS number and separated by a full-stop. This format is the same for all users (e.g. John Smith username would be JS.3 and Samantha Jones would be SJ.3). Users can change their own password and this should be done as soon as possible after the initial issue.

## To change a user password:

- Click through Main Menu/+AMS/Involve Staff/Change Password
- Fill-in the fields and click on the "Tick" button to activate the change.

Use of the AMS requires only minimal training and most pages have a [?] button at the top of each screen/form that explains the operation of that particular page. Also by clicking in any field and then selecting the F1-key on the keyboard, a user can display a field-level pop-up box which gives assistance related to that particular field.

## 1. (a) The Business DNA

The Business DNA is a graphic view of all the operational areas of the business. It is an operational "road map" that the business has chosen to follow. A Business DNA has three (3) "Action Levels". At the two higher levels (1-digit and 2-digit ID numbers), the DNA identifies management's "strategic view" of the business, and at the lower level (Level-3), it shows the "processes" that constitute the actual running of the business. By colour-coding it also shows the current management concerns (risk) with each business area. The colour codes highlight what business areas have been assessed as risks (RED-high risk; GREEN-low risk). By clicking on any DNA Operational Action (any 3-digit ID number) this will take the user to a view of the "characteristics" of the specific Action.

The Business DNA page is therefore like a "site map" of the AMS that allows a user to **logically navigate to any area of the business.**

The screenshot shows a web browser window titled "Business DNA (3/1/TMP.3/EN/061.095.030.130)". The main content is a large table with the following structure:

Business DNA				
<b>1. Grow Members</b>	<b>2. Increase Brand Recognition</b>	<b>3. Improve Operation Efficiency</b>	<b>4. Exploit New Income Opportunities</b>	<b>5. Strengthen Professional Representation</b>
<b>1.1 Conduct situation analysis</b>	<b>2.1 Streamline NIA Branding &amp; Product Positioning</b>	<b>3.1 Maximise our Human Resources</b>	<b>4.1 Research &amp; Quantify Income Sources</b>	<b>5.1 Contribute to Legislation Standards</b>
1.11 SWOT Competitors	2.11 Conduct internal & external brand perception audit	3.11 Develop Staff Training Program (Manuals)	4.11 Do market research on all income sources	5.11 Monitor Regulatory activity
1.12 Review previous year performance	2.12 Analyse brand audit results and plan action	3.12 Target, measure, reward staff	4.12 Identify new & existing member opportunities	5.12 Identify issues that NIA needs L&S proactivity
1.13 Establish NIA's market penetration	2.13 Examine competitors positioning	3.13 Conduct performance reviews & coaching	4.13 Compile business cases for each new opportunity	5.13 Determine resources required for policy action
1.14 Explore untapped member sources	2.14 Determine NIA's USP and positioning statement	3.14 Plan for succession and recruitment	4.14 Assess new services that members want	5.14 Consult appropriate parties for policy development
1.15 Profile & survey existing membership	2.15 Implement brand improvements/changes	3.15 Analyze outcomes of Corporate Alignment Survey	4.15 Assess sources for non-member income	5.15 Communicate L&S impacts to members & public
<b>1.2 Develop a Australian Recruitment &amp; Retention Plan</b>	<b>2.2 Increase member's Professional Qualification &amp; Experience</b>	<b>3.2 Provide Strategic Information Flow to all Staff</b>	<b>4.2 Develop &amp; Implement Qualified Opportunities</b>	<b>5.2 Lead industry policy setting</b>
1.21 Identify target audiences	2.21 Do a study on member education attitudes & analyse	3.21 Make NIA strategy & values very visible	4.21 Develop a formal New Opportunity Plan	5.21 Identify & create thought leadership priorities
1.22 Determine strategies for each target segment	2.22 Develop PEP messages to stimulate enrolment	3.22 Maintain transparency of all operational data	4.22 Set up Projects to address each new opportunity	5.22 Consult with 3rd parties to develop NIA position
1.23 Create achievable objectives	2.23 Incorporate PEP into the marketing & comms plans	3.23 Improve existing communication methods	4.23 Establish new opportunity success criteria	5.23 Develop a formal Lead Representation Plan
1.24 Develop an action plan	2.24 Implement the PEP plan	3.24 Improve access to information from data	4.24 Create measures and targets for new opportunities	5.24 Implement the Lead Representation Plan
1.25 Review & adjust as appropriate	2.25 Implement & launch MEP	3.25 Implement regular business teleconference	4.25 Review the success of new opportunities	5.25 Lobby relevant decision makers for action
<b>1.3 Implement R&amp;R Plan</b>	<b>2.3 Increase recognition with recruiters &amp; employers</b>	<b>3.3 Improve Business Systems &amp; Procedures</b>	<b>4.3 Introduce Additional Education Products</b>	<b>5.3 Engage with members to improve professional representation</b>
1.31 Establish budget	2.31 Conduct & analyse perception audit	3.31 Activate adoption of all systems by all staff	4.31 Expand CPE program	5.31 Identify issues for member consultation
1.32 Create projects to support plan	2.32 Determine key messages required	3.32 Continue to improve application systems	4.32 Implement International training programs	5.32 Identify & recruit suitable members for consultation
1.33 Allocate of resources & responsibilities	2.33 Identify value opportunities for sector	3.33 Enhance IMIS with additional info	4.33 Develop industry products for non-members	5.33 Design appropriate forums to engage
1.34 Communicate R&R plans to all staff	2.34 Launch an awareness campaign	3.34 Determine priorities for web development	4.34 Develop on-line product suite	5.34 Define desired outcomes of forums
1.35 Test, Monitor & review	2.35 Measure & track success	3.35 Review NIA email tools & marketing	4.35 Target, measure, & review new CPE products	5.35 Report forum resolutions to members & get feedback
<b>1.4 Measure &amp; Report on R&amp;R</b>	<b>2.4 Increase awareness in Universities</b>	<b>3.4 Improve Internal Communications</b>	<b>4.4 Enhance Professional Education Programs</b>	<b>5.4 Engage with Associations &amp; Industry</b>
1.41 Determine measurement criteria	2.41 Accredited University courses	3.41 Actively communicate plan to staff	4.41 Review member expectations (research) - value	5.41 Maintain close relationships with other accounting bodies
1.42 Define reporting requirement	2.42 Provide sponsorship awards & research grants	3.42 Increase cross-fertilisation of knowledge	4.42 Review industry standards/relevance	5.42 Build relationships with select business & community groups
1.43 Validate IMIS data suitability for reporting	2.43 Establish NIA credibility with lecturers	3.43 Facilitate improvement ideas from all staff	4.43 Identify NIA issues for engagement of each	5.43 Identify NIA issues for engagement of each
1.44 Develop reports on performance	2.44 Achieve articulation for AEA Advanced Dip.	3.44 Provide access to all WIP	4.44 Increase participation in CPE	5.44 Expand NIA's network of influence
1.45 Communicate to stakeholders	2.45 Increase NIA presence at Universities	3.45 SWOT Nat Office staff to ID team improvements	4.45 Certify other Universities for PEP purposes	5.45 Confirm a consistent NIA position & communicate
<b>1.5 Develop an Overseas Recruitment &amp; Retention Plan</b>	<b>2.5 Implement Communication Strategy</b>	<b>3.5 Manage Key Business Drivers</b>	<b>4.5 Expand International Opportunities</b>	<b>5.5 Participate in Forums &amp; Committees</b>
1.51 Identify target audiences	2.51 Identify target groups for directed communication	3.51 Understand all member drivers and manage	4.51 Forge overseas education partnerships	5.51 Agree appropriate forums for NIA participations
1.52 Determine strategies for each target segment	2.52 Develop focused messages for target groups	3.52 Reassess high impact drivers	4.52 Develop overseas learning materials	5.52 Establish network of experts for forums & committees
1.53 Create achievable objectives	2.53 Identify communication media & activities	3.53 Raise profile of QA with all staff	4.53 Build industry and government alliances	5.53 Select right people to represent NIA on forums
1.54 Develop an action plan	2.54 Develop communication materials	3.54 Obtain Financial Objective	4.54 build relationships with universities	5.54 Identify NIA priorities for F&C actions
1.55 Review & adjust as appropriate	2.55 Implement communications strategy	3.55 Forecast, report, react to drivers	4.55 Allocate sufficient resources	5.55 Communicate forum outcomes to NIA members

Fig.1

"Incidents" can occur in any area of the business, so every Level-3 (3-digit ID) area has an Incident Log included within its data. AMS treats all actions of the Quality System as "incidents" that require "resolution" or "rectification" and these are recorded within the

Incident Log of the appropriate DNA action area. Every Incident is therefore linked to a DNA area of the business.

**The AMS Incident System is therefore the method that the business uses for recording, rectifying, tracking, and reporting on all Quality issues and improvements.**

# 1. (b) DNA Operational Actions

DNA Operational Actions (or Level-3 Actions) are the areas that drive all aspects of the business. These operational action areas are the "backbone" of the AMS as a management improvement system. The "characteristics" that evolve in these areas are built over time to improve all aspects of operational efficiency. All improvement incident progress is therefore maintained within the incident data of a DNA Operational Action, from the initiation of the incident through to the resolution or "closing" of the incident. The "incident data" helps to form the overall characteristics of a DNA Action and focus all employees on "doing the right things to add true value by improving the business".

**Managing Incidents is one such improvement example.**

The screenshot shows the 'Business Level 3 Actions' application window. At the top, there are seven tabs: 'The Action', 'Knowledge', 'Risks', 'Audit', 'Ideas', 'Projects', 'Incidents', and 'Control'. The 'Incidents' tab is highlighted, and a callout box explains its function. Below the tabs, the main form displays details for action ID 1.12, 'Review previous year performance', with 'Who (1)' set to 'FP.3 - Felicity Pierce'. Below this is a table of 'Next Level Actions' and a section for 'Associated Risks Identified'.

Operational areas in the AMS develop action "characteristics" that help to track and report on ways to improve all aspects of the business.

There are seven (7) TABS on an action:

- > The Action
- > Knowledge
- > Risks
- > Audit
- > Ideas
- > Projects
- > Incidents
- > Control

Each TAB is a place to find ways to improve the business

**INCIDENTS**

There is an Incident TAB on each DNA area of the business. When incidents are recorded using this TAB then the incident is automatically linked to this area of the business.

This linking then becomes a logical grouping of all incidents that relate to this DNA area of the business.

Reports can then be created that summarize the various business areas and the concentration of incidents that have been created for each area.

Fig #2

## DNA ACTION CHARACTERISTICS

The seven (7) TABs across the top of a DNA Action form (see Fig #2) each opens a sub-form to access the data that constitutes the complete "characteristics" of a DNA Action.

**The Action TAB** defines the basic characteristics of the operational action including the staff who are accountable, what is the measure of performance, what is the business target for performance, the overall risk assessment, and the current performance assessment.

**The Knowledgebase TAB** gives access to create and find company knowledge relating to the operational action. Procedures, templates, forms, reports, training material, etc, can be uploaded, downloaded or viewed so that all information that contributes to the performance of that action is easily accessible from this Knowledge Source. Search functions are provided to rapidly find knowledge items.

**The Risk TAB** allows in-depth risk analysis of the operational action. Multiple risks can be identified and assessed for severity in the context of the action.

**The Audit TAB** is where an improvement audit is optionally performed and documented and where recommendations are consolidated to improve operational performance.

**The Ideas TAB** is where any staff member can make a suggestion for the improvement of any operational action.

**The Projects TAB** is where a detailed improvement project (associated with one or more operational actions) can be created and tracked. An improvement project is normally created from an improvement audit and includes the coordination of multiple resources and tasks.

**The Incidents TAB** is where "ad hoc" events and quality improvement initiatives (incidents) associated with an operational area are logged, documented, assigned to a staff member for resolution, reviewed by management, and reported for progress and performance.

**The Control TAB** shows the last changes made to any characteristic of an action. This is a simple change audit trail noting what was changed and who made the last change. Extensive "change tracking" is held within the Modification Log of the AMS (accessible only by the Systems Administrator) that tracks all addition, changes, or deletions made by any user to any data in the AMS.

In addition to the Control TAB, all changes in any data entered into the AMS are associated with the user that made them and all changes are logged with both the before and after content so that all changes can be audited if required.

## 2. Quality Management System

### Quality Management involves the management of "incidents".

Within AMS an incident is any activity or task that requires resolution by an individual and that the business has determined should be recorded and tracked to completion.

There are currently 13 categories of "incidents" in AMS (although more can be added). Not all categories of incidents are applicable to each business.

The current incident categories are as follows:

- <1> Customers
- <2> Manufacturing
- <3> OH&S
- <4> Retail
- <5> Supplier
- <6> Warehouse
- <7> Wholesale
- <8> Reminder
- <9> Member
- <10> Quality System
- <11> Products
- <12> Service
- <13> IT Systems

All businesses have some "focus areas" that need to be continually monitored. These areas (like OH&S, and Quality Systems) require incidents to be logged for legal compliance and conformance reasons, others (like customer service) are areas where incidents may need to be resolved to ensure that high quality service levels are achieved.

**AMS is the system used to record, allocate, monitor, rectify, and report on all quality-related incidents through to resolution and closure.**

### AMS Incident Process Overview.

- All incidents are initiated by an event that is recorded in AMS by one employee and then allocated to another employee for delegation and/or resolution.
- An email is generated to the person who is allocated the incident that includes details of the incident for resolution.
- The person who is allocated the incident to resolve also has an entry automatically generated in their Action Reminder area of AMS as a further prompt for action.
- All incidents are categorised when entered.
- All incidents are given a priority, a due date, and a status.

- An incident can be reallocated (or delegated) to another staff member by any recipient, however the initiator of the incident always remains unchanged.
- A control log is kept of all changes made to every incident following the initial raising so that a history of the actions involved in resolving the incident are accessible at any time up to (and after) its resolution.
- Time taken to resolve any incident can be monitored and reported.
- Overdue Incident reports by category can be generated.
- Individual incident resolution reports can be printed for filing.

This AMS Quality Management System can replace the use of the Systems Improvement Log maintained by the business because an Incident Summary Log can be now printed at any time from the online system.

The online AMS Incident Form is a continually updated form that is designed to always represent the current status of an incident with a "progress report" created by continued data entry within the Rectification field.

By recording and tracking all incidents then nothing is forgotten and quality management is maintained by the business at the highest level.

### **There are two ways to open a new Incident form.**

(1) Via the Business DNA main menu:

Main Menu sequence AMS/Improve Performance/View Business DNA/Level3 Action Item then select the Incident TAB; and click on the TICK-button to "Click here to Add a new Incident".

(2) Via Enter New Items main menu:

Main Menu sequence AMS/Enter New Items/New Incident

**Method (1)** is used when the person logging the incident understands the appropriate DNA Action to which the incident should be linked and can therefore click on the DNA Action first. The new incident is then automatically assigned to the DNA Action area to which it belongs. This is the preferred method of incident logging however it does require that the person logging make an assessment of where in the DNA that the incident belongs.

**Method (2)** is the easiest method for a new user however this method generates a "general" incident and does not require the association of the incident to a DNA Action. This is OK but at some time later the Systems Administrator should make this association by updating the link of the incident to the appropriate DNA Action. General "unlinked" incidents are given the ID-number of 9.99 until they are subsequently linked.

## 2. (a) Recording Incidents

There are seventeen (17) data fields on the Incident Form (see Fig #3 below)

- Data fields that have a grey-colour background have been automatically populated by the AMS system and are locked against data entry or change.
- Data fields that have a beige-colour background are MANDATORY fields and must have data entered before the form can be "saved".
- Data fields that have a white background are optional for data entry and can be left blank if information is not available or not relevant to the incident.

### Control Buttons

Within the Application Window Frame there are ten (10) buttons across the top of the frame.

-  is "New" button to create another new incident item.
-  is "Save" button to save the contents of the open incident form.
-  is "Help" button to display assistance when entering data.
-  is "Back" button to go back to the previous application frame display.
-  is "Search" button
-  is "First Data Record" button that displays the first incident recorded against the currently active DNA Action ID.
-  is "Prior Data Record" button that displays the immediately prior incident recorded against the currently active DNA Action ID.
-  is "Next Data Record" button that displays the next existing incident recorded against the currently active DNA Action ID.
-  is "Last Data Record" button that displays the last incident recorded against the currently active DNA Action ID.
-  is "Reminder" button that allows the entry of a self-reminder to the current user that is related to the current incident on the screen. This can be a follow-up to the person allocated to resolve the incident, or any other reminder that relates to the incident.

## THE INCIDENT FORM LAYOUT & FIELD ENTRY

The screenshot shows a web browser window titled "AMS Demonstration - Richard Burley - 31/10/2006 - [amstest/1/EN] - Microsoft Internet Explorer". The address bar shows "http://www2.mycosystems.com.au/csp/amstest/www.cls". The main content area displays the "Business Level 3 Action (Incidents)" form. The form fields are as follows:

Incident No	1
ID	1.11 (Grow New Business and Departments - Develop Marketing Strategy)
Person Raising	RB.1 - Richard Burley
Initiating Department	TMP
Date Raised	13/01/2006
Date Due	24/06/2006
Order No	
Incident Type	4 - Retail
Incident Cause	Newspaper article
Priority	3 - High
Person Requested to Resolve	JT.1 - John Troughton
Incident Description	Article on Market Demand for business consultants (SMH 12/1) needs investigation to obtain source statistics for our marketing case for widgets.
Rectification	Research material obtained from source and a report is now being being prepared for Marketing Manager
Incident Status	2 - Active
Date Completed	
Link to DNA Action	
Estimated Cost	

Fig #3

### Incident No:

This field is automatically populated by AMS and does not require user entry. It is the incident number within the DNA Action to which it relates.

### DNA Action ID:

This field is automatically populated by AMS and does not require user entry. This number is the 3-digit DNA Action ID to which this incident relates. The Level-2 and Level-3 descriptions are displayed in brackets beside the ID to put the Incident in context.

### Person Raising:

This field is automatically populated by AMS and does not require user entry. This field is always populated with the current user who is raising the incident.

### **Initiating Department:**

This field is automatically populated by AMS and does not require user entry. This field is always populated with the department of the current user who is raising the incident.

### **Date Raised:**

This field will normally be today's date (as the date that the incident is raised, so AMS automatically populates this field with today's date. However the field can be changed to any date. Remember the short-cuts when entering dates: A <full-stop> then <Enter-key> will automatically insert today's date; a +10 then <Enter-key> will insert a date 10 days in advance; a -5 then <Enter-key> will insert a date 5 days earlier than today.

### **Date Due:**

This is a MANDATORY field and is the date that has been established for the incident to be resolved and closed. This field can be changed at any time by any user (manager or staff) but remember that all changes are recorded in the Modification Log so all changes in all fields are recorded by AMS.

### **Reference No:**

This field is optional and could be an Order Number, a Supplier Number, or a Product Number that has relevance to the particular incident.

### **Incident Type:**

This is a MANDATORY drop-down field and identifies the category into which this incident should be reported. Thirteen (13) categories have been identified however these can be extended with management approval.

### **Incident Cause:**

This is a descriptive field that identifies the "trigger" for the occurrence of the incident. Initially this may be the perceived cause and may not be the root cause, however this field can be updated or changed at any time when the actual cause becomes cleared.

### **Priority:**

This field is optional and may be modified at any time to reflect the current urgency. Options are simply High, Medium, or Low.

### **Person Requested to Resolve:**

This is a MANDATORY drop-down field and identifies the person to whom the incident is directed for resolution. Under business procedures, when a new incident is raised this field can initially be specified as the Quality Manager. After review and update by the Quality Manager then this incident can be redirected by the Quality Manager to the person who will actually resolve the incident by the due date as updated.

### **Incident Description:**

This field is where the details of the incident or proposed improvement is documented. This field can be updated, clarified and re-saved at any time by any user.

### **Rectification:**

This field is the most important information recorded.

This field records the progress of resolution.

It may start with the "remedial" action taken, and also document the "long term" solution or

preventative action require, but it will also be the record of progress or difficulties encountered in the resolution.

EVER ENTRY must be prefaced by Username/Date/Time: so that there is an ongoing record and log for historical and reporting reference. Any approved amendments in resolution date should be noted in this field.

### **Incident Status:**

This is a MANDATORY drop-down field.

The options are New, Active, and Closed.

“New” is selected on the initial creation of an incident when referred to the Quality Manager.

“Active” is selected by the Quality Manager after the incident is updated and then assigned to a person for resolution.

“Closed” is selected if the incident has been determined to have been closed for any reason. If the Date Completed field has a date entered then this field will automatically be populated with “Closed”.

### **Date Completed:**

This field signifies that the incident required no further action.

A date entered within this field will automatically set the Status to “Closed” so it will no longer appear of the default list when “List Incidents” menu item is selected.

### **Link to DNA Action:**

This field is used to re-allocate an Incident to a DNA Action after it has been initially created.

This can occur if Method (2) was used to enter a New Incident, or if the Quality Manager or Systems Administrator decides that the Incident should be moved to another DNA area.

The  button to the right of the field if clicked will open a pop-up search window to easily locate the appropriate DNA Action ID. When the pop-up window appears then simply key in a keyword in the Search-box and press <Enter-key>. The DNA items listed will be all those that contain the keyword in either the Action Description or the general Description.

### **Estimated Cost:**

This field is optional but can be used if the incident resolution is likely to incur a substantial cost that needs to be included in the budget process.

## 2. (b) Resolving Incidents

Keeping track of the remedial or rectification actions taken to resolve existing incidents involves the updating of existing incidents within the AMS.

### Locating an existing Incident

Simply navigate via the Main Menu/+AMS/Search all Business/List Incidents. This action will display a list of all Incidents.

The number of incidents displayed is determined by the "Number" box in the header section of the form. This is set to 100 by default however simply changing this number will set it to the changed value until it is modified again.

The Incident List can be sorted by column data in ascending or descending order by clicking on the "DOWN" or "UP" black arrow-heads respectively wherever they appear in the list header line.

Searches can be made to find an item by entering < \*keyword > into the Search-box and press <Enter-key>. This will locate all items with the occurrence of the "keyword" within either the cause or description fields of the incident. The full incident list can be re-listed by clearing the Search-box and pressing <Enter-key>.

If the user knows the category of the Incident then click on the "Sorted by" drop-down box and select the required search criteria (e.g. Incident Type) and search on the item by entering < \*Incident Type > into the Search-box and press <Enter-key>.

Other search criteria are available from the "Sorted by" drop-down box.

When the incident is located, simply click on the identified incident within the list to open up the details to edit/update.

### Updating an Incident

Simply open an incident and make changes to it then "Save" it. The "Save" button must be pressed to save any changes made to any incident data.

NOTE: The AMS will go into "session sleep" mode if the user is inactive (entry inactive) for five minutes so it is a good idea to just click on the "Save" button if there any interruption of use.

## 2. (c) Reviewing Incident Progress

### Action Reminders:

At the time that an incident is initially created, an entry is automatically created within the Action Reminder area for the user who is nominated to first address the incident. The date that is assigned to this reminder is the "Date Due" of the incident.

Review Process Flow:

- Initial registration of incident is created by any staff member with "Person to Resolve Incident" set to Regional Manager. Initial "Date Due" should be set at "+7" which will give the Quality Manager one week to review and update the actual "Person to Resolve". AMS will create an immediate Email plus a +7-day Action Reminder to the Quality Manager. On the +7 day an Action Reminder will pop-up in the Quality Manager's Overdue Actions list as a prompt for action.
- Quality Manager reviews and updates incident and re-allocates the incident to their nominated "Person to Resolve Incident" together with an update to "Due Date". AMS will create an immediate Email to the new person to resolve plus create an Action Reminder to the same person set to the "Due Date".  
It is recommended that at this time the Quality Manager should click on the  button and create a reminder to themselves for a follow-up date on the person allocated to resolve.
- Changing of either the "Date Due" or the "Person Requested to Resolve" will cause AMS to create a new Action Reminder.
- Ongoing reviews can be done by Quality Managers via Main Menu/+AMS/Search all Business/List Incidents. This action will display a list of all Incidents that can be sorted by Due Date for a quick review.

### Email Notification:

At the time that an incident is initially created, an email is automatically sent to the user who is nominated to first address the incident. When the "Person Requested to Resolve" is changed or the Due Date is changed then AMS will generate a new email containing the updated information.

## 2. (a) Reporting on Incidents

### **System Improvement Log:**

This is a report of all current incidents that have not yet been closed. The report is called "Open Incidents Log". Incidents are grouped by Incident Type in Date Due order.

### **Incident Item Report:**

This report is will be available by 30<sup>th</sup> November 2006 and is simply a "printer friendly" summary of an individual Incident.

An [R] button will be added to the Incident Screen to generate a PDF document with all details of the Incident and its progress to resolution.

### **Overdue Incidents Report:**

The "Rectification" field should be continually updated to always represent the current resolution status of an incident so that this field becomes the actual "progress report" of an individual incident. Print an individual item by right-clicking on the Application Frame and selecting the "Print" function to print.

An "Overdue Incident Report" is available to be emailed to Quality Manager (and other appropriate managers) on a regular basis (say monthly) to also prompt managers to follow up Incident resolutions that are overdue.

By regularly reviewing progress on an incident then nothing is forgotten and quality management is implemented by the business at the highest level.