



# Learning from incidents and incident investigations

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**TNO**

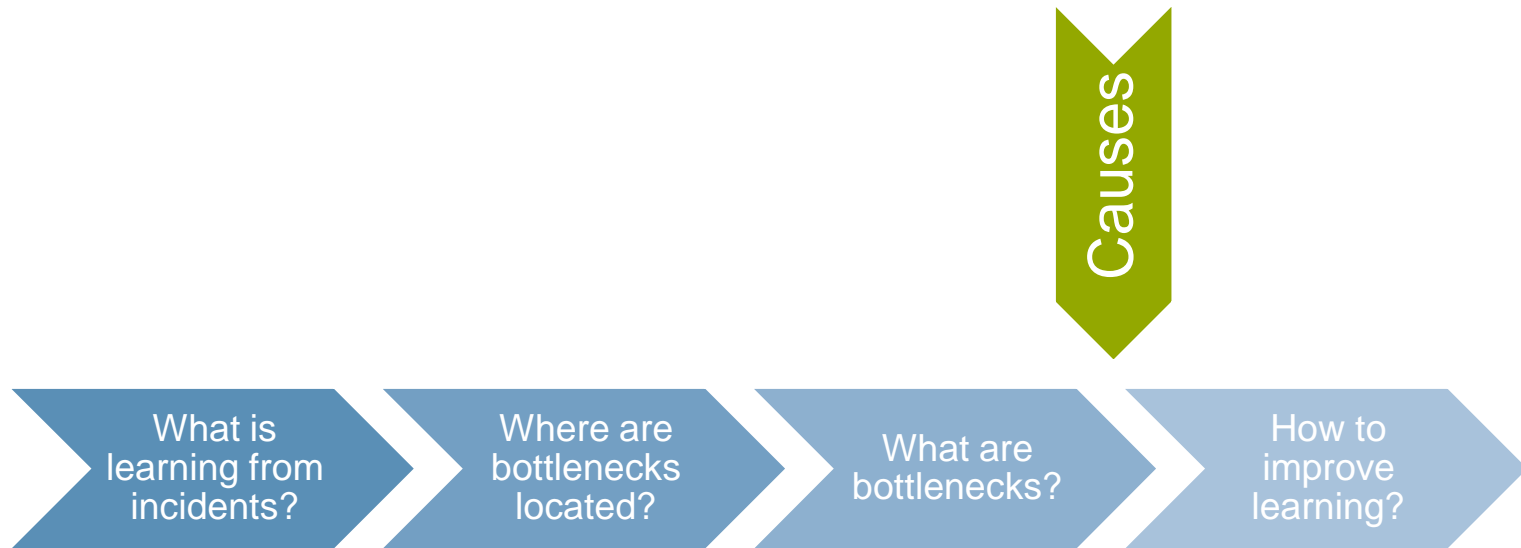


## Overview

- › Introduction
- › Incident learning cycle
- › Where to find the main bottlenecks?
- › What are the main bottlenecks?
- › Topics for discussion



## The research project





## Aim

Prevention of incidents by:

- Identification of barriers in learning from incidents processes
- Identifying what factors generate these learning barriers
- Thereby improving the learning from incidents process
- Preventing reoccurrence



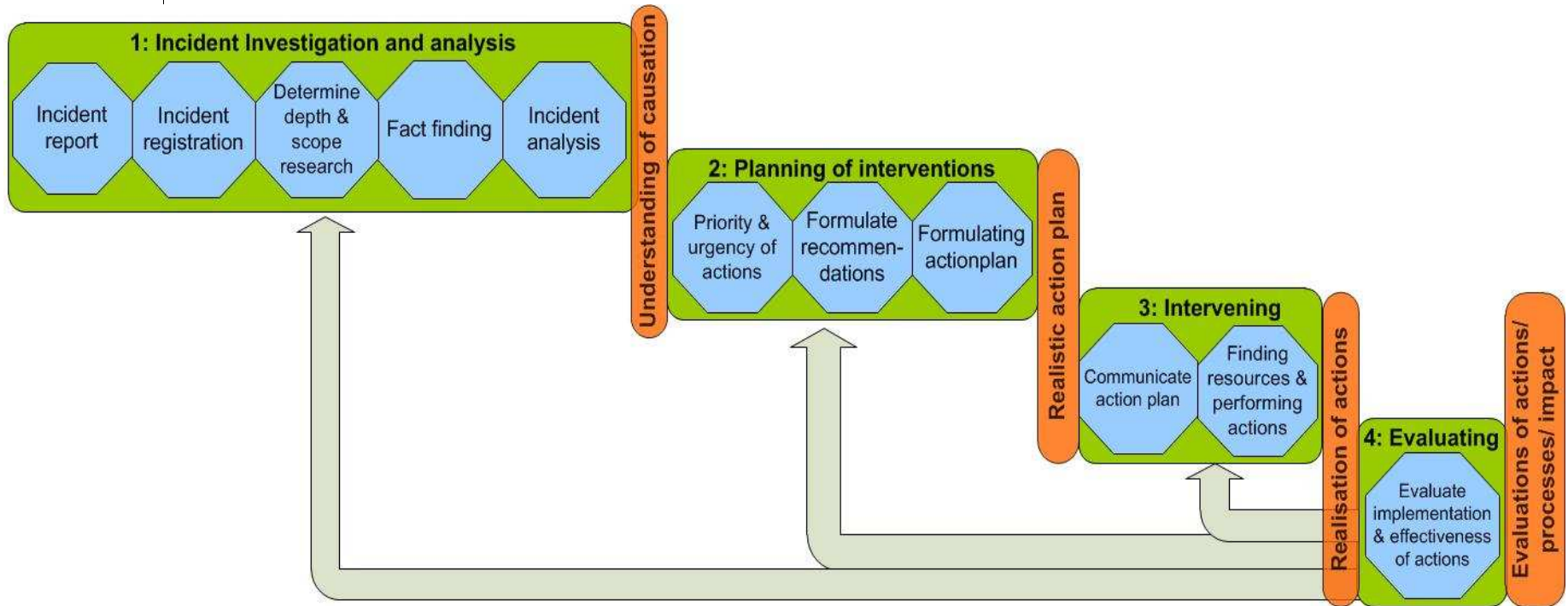
## Learning

Learning from incidents is aimed at gathering and using knowledge to prevent future incidents.

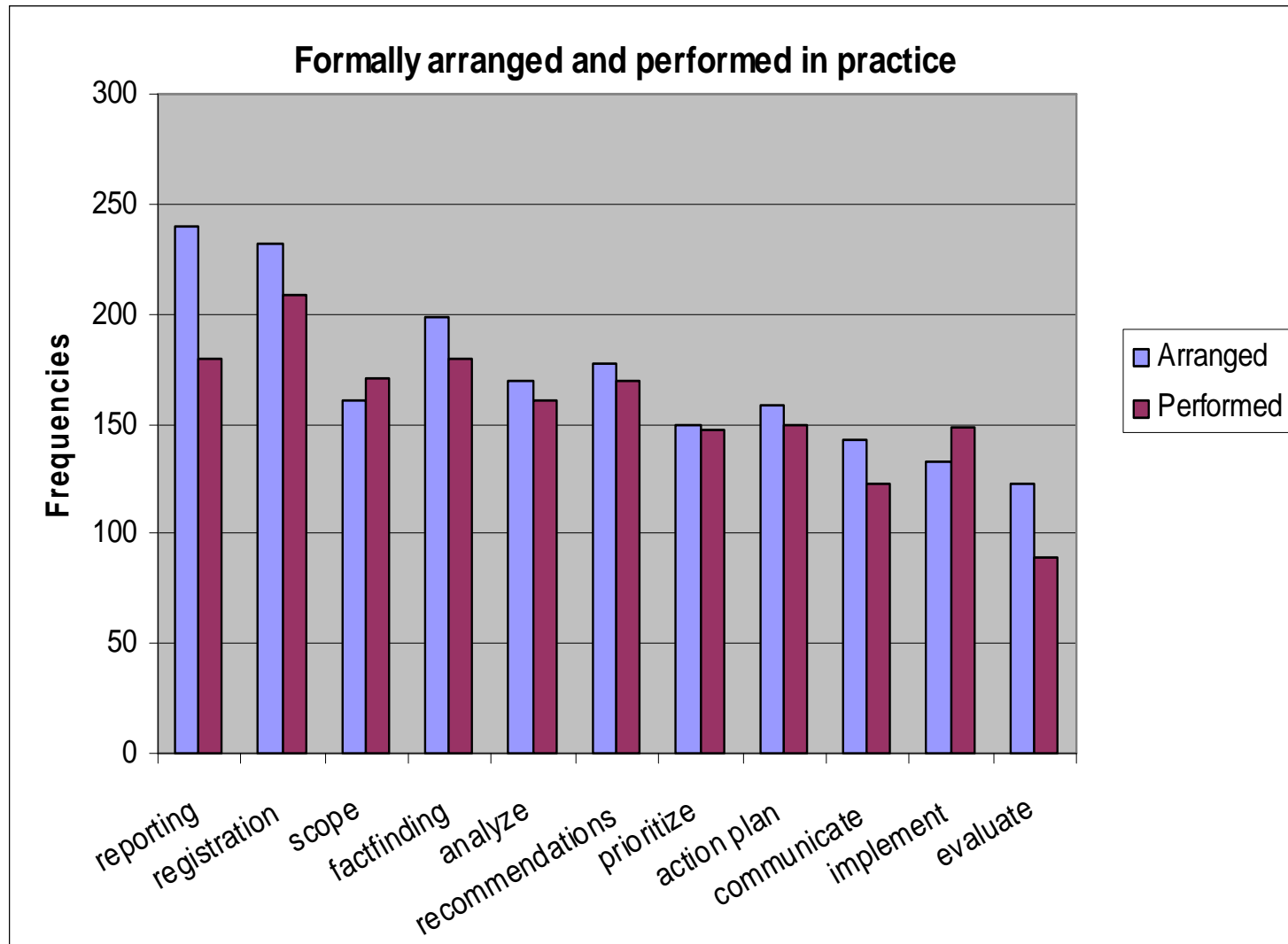




# Incident learning cycle

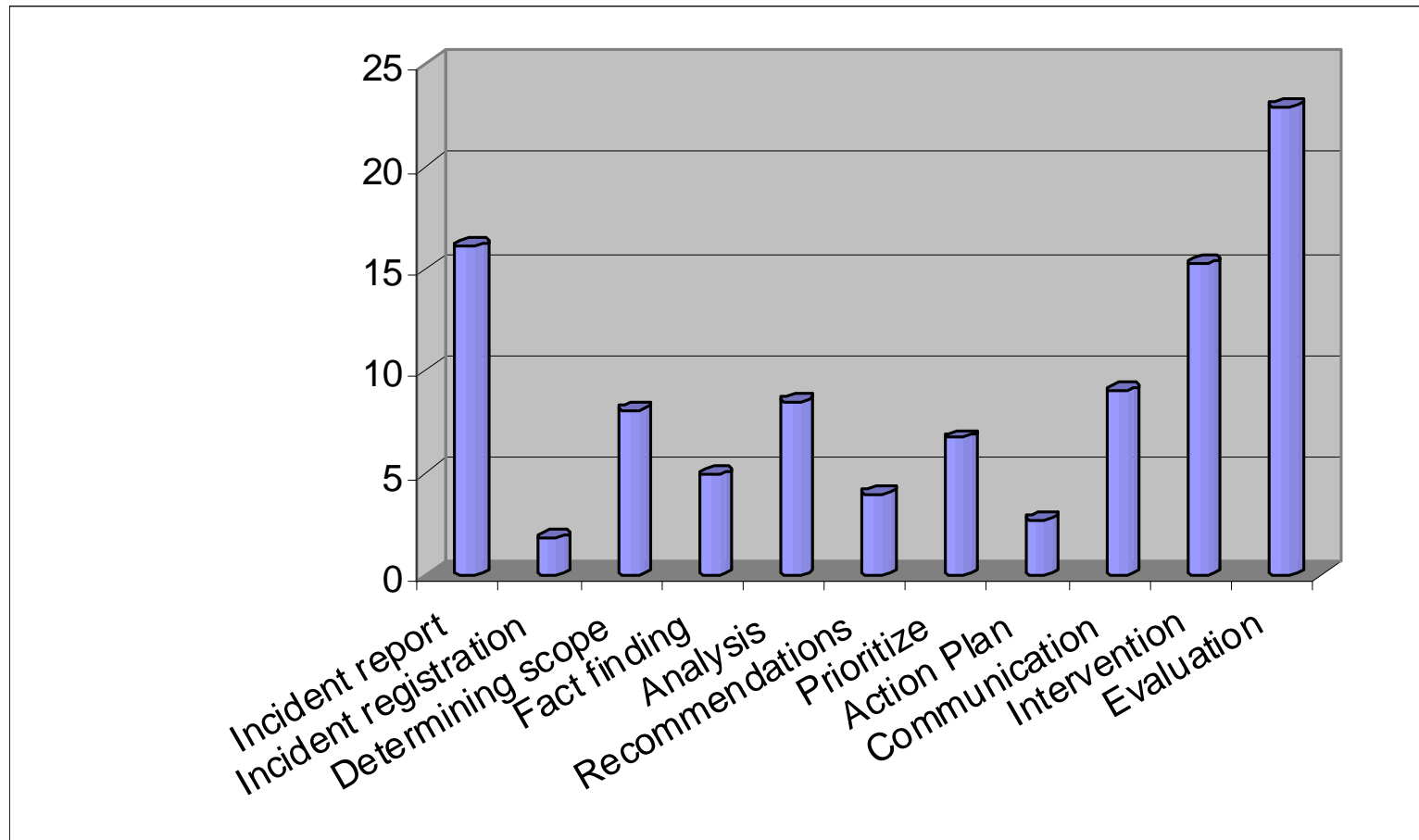


learning from incidents cycle - TNO





## Where do you think the main bottleneck is located?







## What are the bottlenecks?

- › Incidents are not always recognized and reported
- › Plans are not related to outcomes of analyses and 'easy', short-term actions are chosen.
- › There is often no feedback to the person that reported the incident.
- › The effectiveness of actions is not evaluated



## The context of bottlenecks

- › Cultural aspects
- › Organisational structure
- › Communication
- › Knowledge sharing and storage



## The follow-up of accident analysis

We want to focus in the discussion on three steps in the Learning from Incidents process

- From causes to recommendations
- From recommendations to an action plan
- From plans to actions

The challenge is to jointly assess and discuss what factors determine whether the identified causes will be resolved (or not)?



## Topic for discussion (2)

How to ensure adequate transfer and internalisation of knowledge?

Key words might be:

- Ownership
- Commitment, involvement
- Communication
- Values, norms and attitudes
- Feedback
- Trust



## Thank you for your attention!

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