

Management of Occurrences & Incidents

The essentials of the Occurrence & Incidents modules and how to use them

Purpose of the service:

- Enable users to commence their usage of the Occurrence & Incident modules based on a sound platform of knowledge.
- To reduce the bottlenecks and inefficiencies in your Incident management process.
- To ensure that all Incidents are managed, considering the information recorded through different Occurrence forms, through the most appropriate process flow.
- To ensure complete visibility on all Incident actions and that actions are performed in a timely, controlled and structured manner.

Benefits for your organisation:

- The team implementing the Occurrence & Incident modules will have a fully-rounded understanding of the system's capabilities and how it will benefit the organisation.
- Risk exposure will be reduced as appropriate actions will be performed to a higher level and in a more timely manner.

Benefits for you as an individual:

- You will be clear on the areas of the Occurrence & Incident modules to be used by your team and will be able to quickly utilise them.

You will learn how to:

- Create, edit and delete an Occurrence.
- Link Occurrences and Incidents and to define the most appropriate process flow.
- Create, edit or delete an Incident.
- Edit Incident Costs and Properties.
- Add/edit risk assessments to Incidents.
- Define a process flow that ensures that the root causes of Incidents are fully defined before appropriate action is taken.

Who this service is for:

- Occurrence & Incident Managers.
- Flight Safety Officers.
- Flight Safety Managers.
- Flight Safety Inspector.

Entry requirements:

- Current Q-Pulse user with support contract.
- Sound understanding of the standard Q-Pulse product.
- Broadband internet connection verified by customer prior to training for WebEx training.



Course information

Duration: 1 Day.

Location: Customer Premises / via WebEx.

Cost: Customer premises – £995 plus expenses.
 WebEx – £995 / €1500 / \$2100.

WebEx duration: 3X2 or 2X3 hour courses. Plus 1 hour consultation on product capability to match training to suit your business needs.

Credit value:
 Customer premises – 10.

Follow-Up courses

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The essentials of the Occurrence incident modules and how to use them.

Creating value through Auditing

Transforming audits from a compliance exercise into an organisational improvement tool.

Streamlined Document Management

Managing documents without the paper mountain.

“ I have to say that the new Q-Pulse is simply amazing, I intentionally use the term simply because it's the simplicity of use that will encourage more of our people to interact with our management system. ”

Stewart Bellamy
Brandt Engineering
Products Ltd