



Incident Report Analysis

The Incident Report Analysis Service assists companies in root cause analysis of recurrent incidents and the identification of underlying organisational issues. The aim of the service is to improve safety, service, and productivity.

The Incident Report Analysis Service applies qualitative and quantitative analytical techniques to a body of incident reports to identify the causes of recurring issues. The service is most applicable when issues are thought to arise through difficult to pin down factors such as organisational, cultural, or communicative issues. The service also advises on incident report format, reporting procedures, and reporting culture to maximise the value of incident reporting.

The service

- Linguistic experts analyse a 'corpus' of incident reports
- Qualitative and quantitative methods are employed
- Overt and implicit trends are identified
- Advice on reporting formats, structure, and practices
- Advice on cultural and team issues indicated by reports

How it works

- Client engagement
- Client makes a body of reports available
- Communications analysis and report
- Written report presented
- Presentation and follow up consultancy services are also available