

Q-Pulse®

Occurrence and Incident Course

Management of Occurrences & Incidents

The essentials of the Occurrence & Incident 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 organization:

- The team implementing the Occurrence & Incident modules will have a fully-rounded understanding of the system's capabilities and how it will benefit the organization
- 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 utilize 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

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:

Creating value through Auditing
– *Transforming audits from a compliance exercise into an organizational improvement tool*

Streamlined Document Management
– *Managing documents without the paper mountain*