

Title	Catastrophic, Major & Serious (CMS) Accidents / Incidents Investigation and Analysis					
Target Population	Field Engineers & Field Specialists					
This requirement is applicable to:	✓	JFE		FST		EOT
	✓	FE1		FS1		EO1
	✓	FE2	✓	FS2		EO2
			✓	FS3		EO3

Objective:

DB is committed to providing Service Quality Excellence to our Clients.

The objective of this task is to create awareness and understanding on Catastrophic, Major & Serious (CMS) Accidents and Incidents Investigation and Analysis. This will also emphasize the importance of employee’s participation in investigating, analyzing and closing accidents / incidents report to prevent them from recurring in the future.

Tasks:

- Employee to discuss with FSM on his participation as a member of an investigation team of a current accident/incident. In the event that there is no incident / accident reported, he may use any light incident occurred in the past which has high potential to cause catastrophic, Major and Serious (CMS) accidents / incidents.
- Gather information leading up to the incident, during and after the incident.
- Establish chronology of events of the incident and include in a presentation.
- Use problem solving techniques like Pareto Chart, Fishbone Diagram and 80/20 to determine the root causes.
- Develop an action plan and assign responsibilities.
- Prepare a presentation of the chronology events, risk analysis, root cause, accountability and action items.
- Verify that with implemented action plans no further incidents of the same nature will occur.
- Deliver the presentation to Line Management
- Follow up on all action items until they are closed.

REQUIRED EVIDENCE:

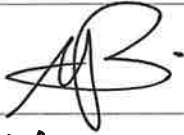
- 1 OP-FORM-01 Problem Report
- 2 OP-FORM-02 Problem Investigation Report
- 3 Slide Presentation



OVERALL SCORE	STRONG			ADEQUATE			IMPROVEMENT NEEDED		
		10	9	8	7	6	5	4	3

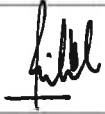
MENTOR / ASSESSOR's Comments & Recommendation (Service Quality Engineer):

Well understand on the problem solving technique / method.
Investigation report adequately prepare and presented.

Signature		Assessment Date	23-01-2025
Name	M. Noortafzan Ab. Majid	Position	Service Quality Eng.

FSM / OM Comments & Recommendation:

Good understanding on problem report and investigation process flow.

Signature		Assessment Date	23.01.25
Name	KHAIRUL RIDWAN AZIZAN	Position	Field Service Manager