



Incident / Accident Reporting & Investigation Tool

SafetyCulture

How to create a report in Safety Culture

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Step 1 – Create Issue & choose Category*

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Please refer to the Incident Category Classification for further guidance

+ Report issue

What type of issue?

X

CAT A - Major/Serious Incident

CAT B - Intermediate Incident

CAT C - Minor Incident

CAT D - Near Miss Incident

CAT E - Non Fault Incident

STEP – 2

****Add title:** Flight no/date – Incident

****Description of what happend:** Short description of what happend – add brief information you know at point of creating the report

****Add photos/videos if applicable**

****Site:** Select your station

Note: By clicking „Submit“, the report is created and ready for further updates.

CAT B - Intermediate Incident

6 Jul 2023

LO999/15JUL - Boarding Discrepancy

Cabin Crew reported PAX discrepancy of 2 PAX after headcount conducted.

 Add photos/videos

Site

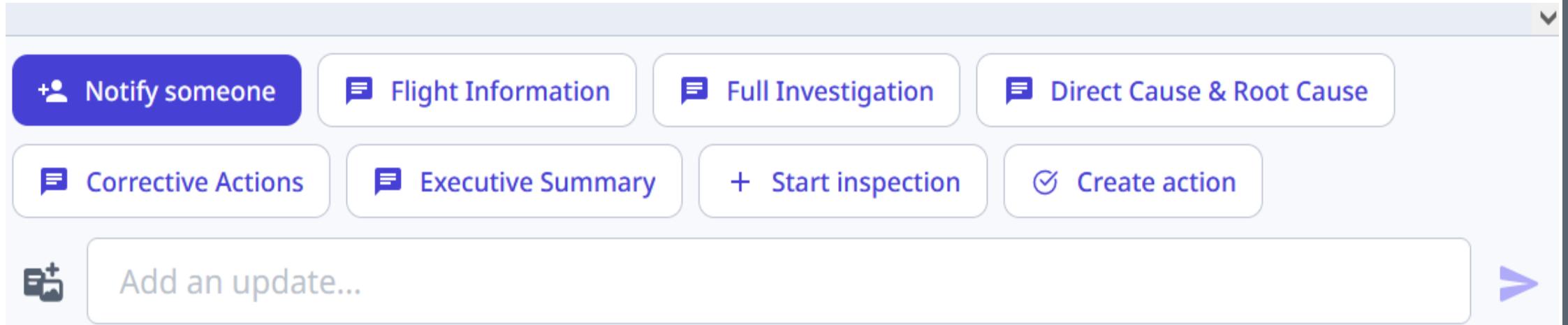
FRA

Cancel

Submit

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Step 3 – Add further Information



The screenshot shows a software interface for managing an investigation. At the top, there is a navigation bar with a search bar and a user profile icon. Below the navigation bar, the main content area is titled "Step 3 – Add further Information".

Below the title, there is a list of buttons and input fields:

- Notify someone** (highlighted in blue)
- Flight Information**
- Full Investigation**
- Direct Cause & Root Cause**
- Corrective Actions**
- Executive Summary**
- Start inspection**
- Create action**

At the bottom left, there is a button labeled "Add an update..." with a plus sign icon. To the right of this button is a blue arrow pointing to the right.

 Flight Information

Add flight details like this:

Flight No:

Route:

A/C Type:

Registration:

PAX:

BAG:

STD:

DCT:

ATD:

DL:

In case of A/C returned to ramp:

RR:

New DCT:

New ATD:

Full Investigation

Add full investigation details including a timeline of events.

Direct Cause & Root Cause

Determine the Root Cause* by using the 5-Why method.

*Please refer to the Investigation Principles for further guidance.

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Investigation Principles

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Corrective Actions

Add appropriate corrective actions.

Corrective Action, Owner and Deadline of implementation must be considered.

<u>ACTION</u>	<u>OWNER</u>	<u>DEADLINE</u>

Executive Summary

After Investigation is completed, Root cause determined and corrective action decided, an executive summary of event should be written.

An executive summary is a very concise overview of the investigation and should only contain information which is in the main body of the report, as such it is recommended to write this last once your report is completed.

Create action

Corrective actions can be created as action and assigned to a different team member.

Note: You can add information at any time, but once saved information cannot be adjusted, hidden or deleted.