

Entropy Software™

Incident Management Workflow

Overview

The Incident Management Workflow manages all incidents, from workplace injuries to environmental spills through to quality deficiencies, security holes and supply chain breaches. It provides a comprehensive set of features for documenting, reporting and investigating injuries and incidents.

The injuries and investigation feature enables the implementation, tracking and reporting of preventive and corrective actions and provides automatic notification of overdue tasks, actions, investigations and mandatory reporting requirements.

With a customisable interface and standard UK and US regulatory reports for RIDDOR, OSHA and MSHA reporting, the Incident Management Workflow provides all that is necessary to prove - and significantly improve - the management of incidents across your business.

Senior managers and directors can report with confidence and be certain that all the information necessary to reduce lost time, costs, penalties, and litigation and reduce the risk to brand, reputation and directors' criminal liability is available. This is ensured through automatic approval and verification features; powerful root cause analysis tools; and reporting for Health & Safety statistics such as lost time, IFR (Injury Frequency Rate), IIR (Injury Incident Rate) and SR (Severity Rate).

The Incident Management Workflow is one of Entropy Software's five key workflows. Since Entropy Software is architected to be flexible and extensible across risk disciplines, you can use it for all types of incidents.

Use this workflow for?

- Managing environmental, health & safety, security, and supply chain incidents across your business
- Managing investigations and tracking corrective and preventative actions
- Root cause analysis
- Reporting to regulatory authorities
- Automatically tracking and reporting key performance indicators such as: incidence rates, lost time, injury frequency rate
- Regulatory/legislative compliance management

Workflow – High-Level Features

- Incident logging
- Detailed data collection
- System reminders and notifications
- Investigation & root cause analysis
- Corrective action tracking
- Flexible category creation
- Statistics reporting
- Site and group reporting capabilities
- Reference related records (risk assessment, regulations, actions)
- Automatic feed to monitoring KPIs

Base System – High-Level Features

- 100% web interface
- User-centric Dashboard
- Easy-to-use, intuitive interface
- Secured system access
- Ad-hoc query, search and report building capabilities
- System notifications (email and reports)
- Record referencing features
- 20+ languages for localisation
- Configurable interface

Key Benefits

- Reduce incidents costs, fines, penalties and disruption
- Reduce incidents and protect brand and reputation
- Provide instant dashboard visibility of corporate-wide incidents data
- Improve response time to incident prevention
- Report incidents and investigation information consistently across your business
- Compare incidents data across sites, business units or your entire business
- Improve the effectiveness and efficiency of corrective and preventative actions management
- Provide instant and automatic reporting of key metrics

Do you have separate and disconnected incident management systems?

Entropy Software is a single, integrated management system solution that meets all incidents and investigation management needs, and does so across differing risk areas.

Can you instantly report consistent and comparable incidents information?

Information for a site, business unit, or your entire business can be easily compared with Entropy Software's real-time visibility of all incidents, injuries and investigations.

Do you find it difficult to measure, track and report incident management performance?

Entropy Software features a powerful key performance indicator (KPI) reporting engine for tracking and reporting incident management performance.

Do you have difficulty tracking and managing corrective and preventative actions raised from incident investigations?

With automatic email notifications for overdue actions and tasks, as well as reporting and investigation reminders, Entropy Software provides your management team with a full suite of features for tracking, managing and closing investigations, reporting requirements and corrective and preventive actions.

Are incidents posing a threat to your brand and reputation?

By actively managing and reducing incidents, Entropy Software can help you reduce both the actual and the potential risk to brand, reputation and shareholder value.

Can your directors actively monitor risk and liability incidents?

By giving you a real-time view of all incidents across your business, the Incident Management Workflow improves corrective and preventative action and thus helps reduce the likelihood of reoccurrence.

Are the associated costs of lost time, fines and penalties adversely affecting your business?

Entropy Software can help reduce costs and penalties through improved incident management, operational control, root cause analysis, and preventative and corrective action.

Are you able to monitor and prevent incident and injury re-occurrence?

The Incident Management Workflow helps to reduce and eliminate re-occurring incidents and injuries. It is designed to identify root causes and share best practice, while improving training, operational control and corrective and preventative actions across risk areas.

Entropy Software™

Entropy Software is composed of five key workflows. These function independently for targeted issues or as an integrated whole providing a full management system suite for a standards-based approach to risk, compliance and performance improvement.

The five Entropy Software workflows are:

- Audit & Compliance Management
- Incident Management
- Performance Management
- Risk Management
- Knowledge Management


Entropy Software is a scalable, solution that enables multi-site organisations to reduce operational risk, ensure compliance across their businesses and improve overall performance. The system is effective in reducing cost, improving profitability and increasing shareholder value.



BSI provides risk, compliance and performance management software solutions and services using Entropy Software. Entropy Software is used worldwide by brand-name companies in a variety of markets to reduce risk, aid compliance and continuously improve their corporate performance.

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 The BSI certification mark can be used on your stationery, literature and vehicles when you have successfully achieved certification.

