



Procedure: Issue Management

Purpose

To provide clear steps to deal with issues and link to the Investigation Procedure.

Application

- Applies to all operational and safety incidents.

Roles & Accountabilities

Board:

- Oversee and approve investigations and corrective actions through to completion for high level incidents.

Hearing Committee Members:

- Carry out Investigation and recommend appropriate Corrective Actions according to the procedure.

Procedure

The overall procedure to manage issues is as follows:

