

Administration of Occurrences & Incidents

Create and maintain an Occurrence & Incident management system

Purpose of the service:

- Take Q-Pulse to a new level by learning the administrative features of the Occurrence & Incident modules.
- Ensure that staff responsible for administering the Occurrence & Incident modules are fully aware and able to use the key administration facilities.

Benefits for your organisation:

- Your staff will have a clear vision of excellence of how to implement and manage Occurrences and Incidents within your organisation.

Benefits for you as an individual:

- You will be a certified administrator capable of managing the Occurrence & Incident modules.

You will learn how to:

- Develop an implementation process for the adoption of the Occurrence & Incident modules.
- Create forms for capturing data within the Occurrence module.
- Establish risk matrix for use within Incident management.
- Set up the required Administration parameters for the modules.
- Analyse Occurrences & Incidents information.
- Create Occurrence & Incident numbering sequences.

Who this service is for:

- Designated Q-Pulse Administrators.
- Occurrence & Incident Managers.
- Flight Safety Officers.
- Flight Safety Managers.
- Flight Safety Inspector.
- Support staff using Q-Pulse projects.

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.

Cost: Customer premises – £995 plus expenses.
 WebEx – £995 / €1500 / \$2100.

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

Management of Occurrences & Incidents

The essentials of the Occurrence & Incident modules and how to use them.

Creating value through Auditing

Transforming audits from a compliance exercise into an organisational improvement tool.

Streamlined Document Management

Managing documents without the paper mountain.

“ Q-Pulse has helped enormously in preparing for monthly meetings where data is presented to inform staff of progress and current status with regard to quality; audits, incidents etc. The task of data collation used to take a full half day; it now only takes a few minutes. ”

**Stephen Beckett,
 Quality Manager,
 East Lancashire Pathology
 Directorate.**