Learn From Defects

Purpose: To identify the types of systems that contributed to the defect (an event or situation that you do not want to happen again) and to plan the followup steps needed to improve safety

Who should use this tool?Senior leaders, facility team leads, team members

**How should you use this tool?** Senior leaders and teams should complete this tool together

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| 1. What happened? (brief description) | | | |
| 1. Why did it happen? (what factors contributed) | | | |
| positive factors  What prevented it from being worse? | negative factors  What happened to cause the defect? | | |
| 1. What did we do to manage it? | | | |
| 1. What can we do to reduce the risk of it happening again? | | | |
| Action Plan | | Responsible Person | Targeted Date |
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| 1. How will we know risk is reduced?   Were the above action plans effectively carried out? Did the interventions reduce the likelihood of recurrence of the defect? Has it happened again? | | | |
| With whom will we share our learning? (communication plan) | | | |
| Who | When | How | Followup |
|  |  |  |  |