# j5 Incident Management Overview

### The Problem

The crucial management and tracking of incidents and near misses through the many departments in an organization is often carried out with a diverse range of paper, spreadsheets, word documents and unconnected web / notes applications. This results in a "home-grown solution" in each department, meaning there are multiple incident management procedures within a company. This leads to inconsistencies, maintenance issues, missed deadlines, lack of coordination and widespread frustration. To bring these processes into control, it is necessary to adopt a single enterprise application across all departments that will enforce standard, accepted work practices in a clear, consistent manner and provide the necessary coordinating directives to ensure the actions are executed on time without costly omissions.

In addition to bringing predictability, consistency and procedures to the processes, this kind of structure supports and meets the needs of ISO certification.

## How j5 Incident Management Provided the Solution

To remedy these pains, companies across the world utilize j5 Incident Management. Built with IndustraForm® technology, the j5 Incident and Near Miss Management application delivers controlled, consistent management of incidents and near miss tasks across all departments in the enterprise in a configurable, easy to use web interface. If j5 Shift Operations Management is present, the j5 Incident Management application also allows the creation of j5 Standing Orders to communicate information about incidents and near misses across the organization.

**j5 Incident Management users have reported the following benefits:**

- Easy to use

- Consistent incident management data

- Safely process incidents and near misses

- Eliminates paper, spreadsheets and scattered databases

- Advanced workflow capabilities

- Fast search and filtering

- Integration with other j5 Applications

- Real-time incident management monitoring

- Web browser-based



**"We rely on j5 for logbook, handover, work instructions, standing orders, near misses and mobile inspection rounds. We would like to extend our use of j5 to other applications in the future."**

**Nobuyuki Takahashi**
Executive Director, Kainan Plant Manager,
Wakayama Petroleum Refinery

## About Hexagon

Hexagon is a global leader in sensor, software and autonomous solutions. We are putting data to work to boost efficiency, productivity, and quality across industrial, manufacturing, infrastructure, safety, and mobility applications.

Hexagon's PPM division empowers its clients to transform unstructured information into a smart digital asset to visualize, build and manage structures and facilities of all complexities, ensuring safe and efficient operation throughout the entire lifecycle.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 21,000 employees in 50 countries and net sales of approximately 3.9bn EUR. Learn more at hexagon.com and follow us @HexagonAB.