

# INCIDENT MAPPING

*What do you do when things have gone wrong? How do you manage the unexpected?*

## BENEFITS

Clarity needed to gain control, take the right action, prevent other incidents, and influence the future in a positive way.

Systematically unravel and elucidate complex and impenetrable issues.

Clear and complete overview of the full scope of an incident.

Visual map of mutual relationships that provides the basis of a meaningful and creative approach to finding solutions.

## WORKSHOP DESCRIPTION

Incident Mapping supports a team approach to understanding an incident and taking appropriate actions. The Incident Map becomes the focal point through which insights and associations are shared. Analysis of an incident usually requires meticulous reporting to management or third parties. Proving that "a picture is worth a thousand words," the Incident Map replaces excessive verbiage with visual information that is easily understood.

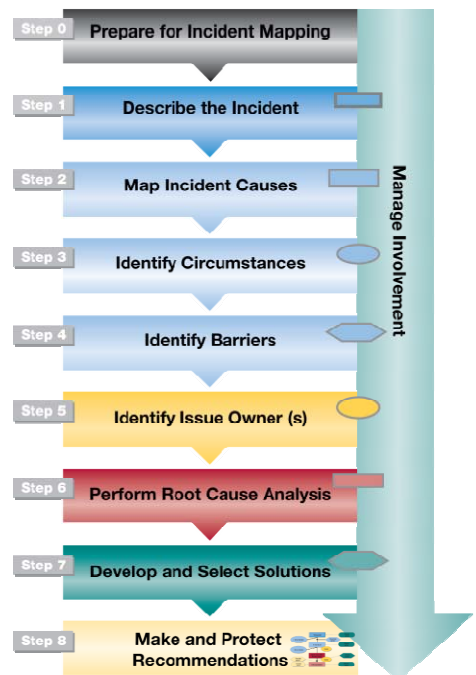
Incident Mapping supplements KT rational processes, the gold-standards for issue resolution that are used in organizations worldwide to find cause, select the best solution, and prepare for the future. Incident Mapping focuses on the interrelationships of these analyses and becomes the cement that binds them together.

## WHO SHOULD ATTEND

Those who hold these and similar positions in your organization: plant managers, incident managers, problem managers, escalation managers, HSE&Q managers/employees, QA&QC departments, continuous improvement managers, maintenance engineers and managers, business analysts, business improvement managers and engineers.

## WHAT YOU WILL LEARN

- A systematic approach to
  - Make the root causes of a problem visible
  - Work collaboratively to analyze the factors that enabled an incident to happen
  - Identify specific actions to prevent future incidents, or minimize their effects
  - Ensure clear ownership of these actions
- Develop a clear and complete overview of the full scope of an incident
- Develop visual map of mutual relationships and interdependencies



## 2010 Schedule

Apr. 26 - Apr. 27, 2010	Singapore
May. 20 - May. 21, 2010	Thailand
Jun. 21 - Jun. 22, 2010	Malaysia
Sep. 1 - Sep. 2, 2010	Singapore
Nov. 18 - Nov. 19, 2010	Thailand
Dec. 13 - Dec. 14, 2010	Malaysia

Workshop Hours are 9:00 am to 5:30 pm  
Dress is business casual



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