

Safety, quality and incident reporting

CareCapture™ supports efficient reporting of any safety and quality incidences reported on site by either employees or visitors. It can also be used by sales agents to report any customer complaints related to specific products.

CareCapture™ aims at providing a comprehensive reporting mechanism with time specific deadlines that can be tracked by department heads from point of reporting to eventual resolution of the actions required.

Modules

▪ Safety Incident Reporting

Users report any safety incidents or hazards observed on site on a day-to-day basis to the safety department.

▪ Quality Incident Reporting

Production line operators report any incidents that might have an impact on the quality of the end products being made to the quality department.

▪ Consumer & Customer Complaints Reporting

Distributors or sales agents record any product complaints that have been reported by the customers. The quality log is directed to the quality teams.

▪ Employee Engagements on Safety Reporting

Safety teams log any safety engagements done for staff or contractors at any point in the week.

How it works



1. Incident Reporting

Any user can report a safety or quality incident. Each incident raised is assigned to a user to resolve and the department head is notified.

2. Incident Completion

The assigned user works on the incident reported and notifies the department head with photo attachments of completion evidence.



3. Incident Closing

Department heads review the completed issue. If satisfied with safety and quality, they can mark the issue as resolved.

4. Incident Escalation

Reported incidents are escalated whenever they extend past the set completion date. Department heads are notified on email.





UK

info@capturesolutions.com

+44 20 8144 2209

Crown House,
27 Old Gloucester Street,
London, England,
WC1N 3AX

Kenya

ea@capturesolutions.com

+254 702 637 850

Valley View Office Park Block B
5th Floor City Park Drive,
Parklands, Nairobi, Kenya
P.O Box 76813-00620

Nigeria

ng@capturesolutions.com

+234 817 977 5237

Agungi Ajiran Road,
Lekki Peninsula,
Lagos Nigeria

Côte d'Ivoire

ci@capturesolutions.com

+225 0759 164 909

Immeuble Pacy
(en face de la CGK),
7ème Etage, 8ème Tranche,
Angré, Cocody,
Abidjan, Ivory Coast
WC1N 3AX