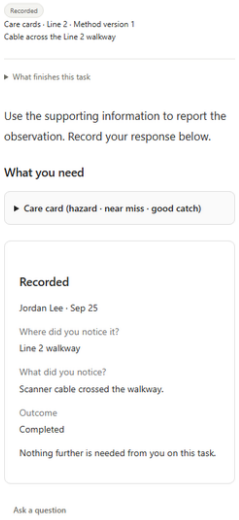
REPORT A HAZARD OR NEAR MISS AND GET IT FIXED

Carry a hazard observation into a useful corrective assignment

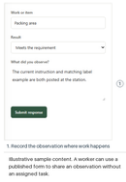
Help the team lead turn a hazard report into an action with an assignee and due date, or close it with a reason. Carry the original observation forward so the next person has the context for the decision.

Report the observation > Decide: assign a fix or close with a reason > Do the fix and record it (when triggered) > Verify the fix and close (when triggered)

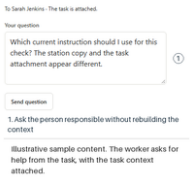
SkillSmith · A recorded observation stays attached to its task



SkillSmith · Share an observation through a published form



SkillSmith · Ask for help with the task attached



A recorded observation stays attached to its task

Pay only when you see results

Agree the outcome for your first workflow with our team.

SELECTED CLIENTS FEATURED BY SKILLSMITH

verizon · KEYSIGHT TECHNOLOGIES · AMERICAN EAGLE · Berkeley UNIVERSITY OF CALIFORNIA

YOUR TEAM / THE DECISIONS THAT MATTER

The people involved in the working method

Each role has a defined contribution. Your team selects the people responsible for those parts of the work.

Your role	The contribution	SkillSmith support
Person raising the issue	Report the observation	Respond with description, location, photos and type (hazard, near miss, unsafe act, good catch).
Team lead	Decide: assign a fix or close with a reason; Verify the fix and close	Respond with action, assignee, decision and due date.
Designated specialist	Do the fix and record it	Respond with parts, photos and work done.

Give the specialist the observation and next action

In a worked example, the report describes a condition that needs a specialist; triage retains the original observation and assigns the next action instead of treating submission as resolution.

WORKED DECISION

Decision point	Information to use	Responsible next step
Working material	Care card and Response form	Open the selected material for this occurrence.
Recorded response	decision, assignee and action	Save the response with its work context.
Review point	due date and reason	Agree the next action with the person responsible for this decision.

Review the selected material, this occurrence's response and any conditional follow-up.

CONNECTED WORK / PREPARED PLAYBOOKS

Report a hazard or near miss and get it fixed

Bring care card and response form into the prepared work. Person raising the issue, Team lead and Designated specialist each receive the context needed for their part.

01 Report the observation

Record location, type (hazard, near miss, unsafe act, good catch), description and photos.

02 Decide: assign a fix or close with a reason

Record decision, assignee, action, due date and reason.

03 Do the fix and record it

When triage assigned work, record work done, photos and parts.

04 Verify the fix and close

When work was assigned, record the review decision (verified or returned) and feedback.

Prepare the useful part of the workflow

Use the prepared sequence with the resources and responsibilities selected for your team.

Report a hazard or near miss and get it fixed

Anyone can raise an unsafe condition, near miss or good catch in a minute; a lead decides, someone fixes it, and the fix is verified - visibly, so people keep reporting.

Care cards · Line 2 (operators)

YOUR INFORMATION / CONNECTED WORK

The materials that make this method usable

Keep the relevant material available at the point it is used. The resource choices below support different parts of the work.

Your work context > SkillSmith > Your next contribution



Care card The task uses this material	The one-minute observation form with photos.
Response form The task uses this material	The 'work completed' response the fixer fills.
Guidance The task uses this material	How the site wants observations reported and what happens next.

YOUR DELIVERY PLAN / OUR TEAM

Prepare the first useful playbook

Start with the materials and people you already have. We help make the setup choices explicit before your team uses the method.

01 Select the working material

Choose care card and response form from the resources your team uses.

02 Agree the responsibilities

Confirm person raising the issue, team lead and designated specialist for this method, then choose the people eligible to receive its work.

03 Walk through the selected route

Walk through these conditional steps: “Do the fix and record it”; ”Verify the fix and close”.

We are here to help



Rohit Singh
VP of Strategic Partnerships



Brent Jackson
Director of Customer Success

Prepare the method for your team

What stays with the recorded response?

The response for this occurrence retains decision, assignee, action, due date and reason. It belongs to the work being reviewed, rather than replacing a different occurrence's record.

Which materials do we need to bring?

Bring care card and response form. We use those choices to prepare the working context, then check that each task opens the material it needs.

How do the conditional steps become part of the method?

The conditional route is used when triage assigned work. Select the variant or respond to the recorded condition before treating that step as required.

What is the outcome for the wider workflow?

Closed with a recorded reason; when work was assigned, the fix is verified by someone other than the fixer.

WHY SKILLSMITH / YOUR NEXT STEP

Bring your work; we help prepare the method

We work with your team to organize the source material, responsibilities and review choices. Start with one useful example, then carry the agreed method into everyday work.

Without connected follow-through	With SkillSmith
A completed entry is mistaken for the responsible person's decision.	Give the team lead the recorded response and agreed criteria for this decision.
People cannot see the method or evidence behind a decision.	Make methods, responsibilities and decision evidence visible for review.

Walk through this method with us

Bring one real example and the material your team uses. We will walk through the task sequence and the decision that matters to you.

- Should this observation become assigned corrective work or close with a recorded reason?
- The resource choices for this method
- Each responsible person's response
- The conditional route and wider outcome

Request a demo

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