



International
Standard

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First edition

**Consumer incident investigation —
Requirements and guidance**

*Analyse des incidents affectant les consommateurs — Exigences
et recommandations*

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Project Committee ISO/PC 329, *Consumer incident investigation guideline*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

The objective of this document is to provide a process to any person or any organization of any size, whether it is public, private or not-for-profit, to investigate consumer incidents in order to prevent them from occurring in the future.

To prevent incidents from recurring, it is essential to conduct incident investigations that can lead to effective measures.

Some manuals and guides describing the principles and methods of incident investigation already exist in many fields (e.g. the aviation industry). Even though the fields are different, the literature have a common investigative purpose – to analyse the causal factors leading to the incident and propose preventative measures.

However, the development of effective incident investigation guidelines has yet to include incidents that affect consumers involving the use of products, services or facilities. These incidents can occur anywhere.

This document focuses on the investigation of consumer incidents. Thus, the incident investigation organization can trust other organizations conducting investigations according to this document. It would activate data sharing, respecting confidentiality policy or regulation, among organizations including full and complete data and related information on consumer incidents. This document encourages the full and complete sharing of information arising from an investigation, including the final report and all of the data developed during the investigation.

Consumer incident investigation — Requirements and guidance

1 Scope

This document provides general requirements and recommendations on the principles, procedures, and methods for investigating incidents where there have been injuries, illnesses, damage to health, fatalities to consumers, damage to property or environmental damage related to the use of products, services or facilities by consumers.

NOTE 1 These incidents can occur anywhere.

This document is applicable to any person or any organization of any size, whether it is public, private or community-based.

NOTE 2 This document is not limited to incidents while products, services or facilities are in use, but also includes incidents that occur when products, services or facilities are not in use, such as during transportation or storage by consumers.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1

causal factor

condition, event, omission, deficiency or action that contributed directly to the incident

3.2

conflict of interest

situation where business, financial, family, political or personal interests can interfere with the impartial judgment of persons in carrying out their duties for the *incident investigation organization* (3.10)

3.3

consumer

individual member of the general public purchasing or using products, services or facilities for private purpose

[SOURCE: ISO 26000:2010, 2.2 modified — "property" was deleted from the definition "facilities" has been added to the definition.]