

ISO 39001 Road Traffic Safety

รศ.สรารุช สุธรรมมาสา สาขาวิชาวิทยาศาสตร์สุขภาพ มสธ.

saravudh.sut@stou.ac.th

Scope

- ลดการตายและการบาดเจ็บรุนแรงจากอุบัติเหตุทางถนนเฉพาะกรณี
ที่ทางสปก.สามารถทำได้ (*which it can influence*)
- จัดทำและดำเนินการตามนโยบาย RTS ที่เหมาะสม
- กำหนดวัตถุประสงค์ RTS และแผนดำเนินงาน
- ต้องพิจารณาถึงกฎหมายและข้อกำหนดอื่น ๆ ที่องค์กรมีข้อตกลงไว้
- ถ้าข้อกำหนดใด ไม่สามารถจะทำได้ อันเนื่องมาจาก *the nature of an organization and its products or services* ก็สามารถยกเว้นไม่
ทำได้ แต่ต้องจัดทำเป็นเอกสารพร้อมระบุเหตุผลไว้ด้วย
- แต่ข้อยกเว้นนี้ ต้องไม่กระทบต่อความสามารถขององค์กรที่จะ
*establish, implement, maintain and improve an RTS
management system successfully*

4 Context of the organization

- 4.1 ความเข้าใจในองค์กร
- 4.2 ความเข้าใจถึงความต้องการและ
ความคาดหวังของ **interested parties**
- 4.3 การกำหนดขอบเขตของ **RTS
management system**

4.1 Understanding of the organization and its context

- องค์กรต้อง:
- *ชี้แจงกิจกรรมหรืองานที่เกี่ยวข้องกับการออกไปถนน;*
- *ชี้แจงว่ากระบวนการหรือกิจกรรมหรือหน้าที่ส่วนใดขององค์กรที่จะมีผลกระทบต่อ RTS;*
- *determine the sequence and interaction of these processes, activities and functions.*

4.2 Understanding the needs and expectations of interested parties

- องค์กรต้องพิจารณาหรือกำหนด **determine:**
- ว่าใครบ้างคือ *the interested parties* ที่เกี่ยวข้อง
ในระบบการจัดการนี้;
- ว่าอะไรคือความต้องการของ *interested parties*
เหล่านี้;
- ว่ามีกฎหมายอะไร และข้อกำหนดอื่น ๆ ที่
องค์กรมีข้อตกลงไว้ที่เกี่ยวข้องกับระบบการ
จัดการนี้.

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Interested Parties

- **person or organization (3.21) that can affect, be affected by, or perceive themselves to be affected by a decision or activity**
- *Note 1 to entry: Interested parties can include, but are not limited to, employees, contractors, suppliers, customers and other affected third parties.*

4.3 Determining the scope of the RTS management system

- องค์การต้องกำหนดขอบเขตการใช้ระบบการจัดการนี้
- ซึ่งการกำหนดขอบเขตนี้ ต้องพิจารณาในเรื่องต่อไปนี้
- *the external and internal issues referred to in 4.1,*
- *the requirements referred to in 4.2, and*
- *the planning requirements referred to in Clause 6.*

Scope

- องค์กรต้องกำหนด outcome ที่ต้องการที่จะได้มาจากระบบการจัดการนี้ ซึ่งรวมถึงการลดการไม่ให้เกิดการเสียชีวิตหรือการบาดเจ็บอย่างรุนแรงจากอุบัติเหตุบนถนน ทั้งนี้ต้องวางบนพื้นฐานว่าต้องเป็นเรื่องที่องค์กรสามารถทำได้ (can influence)
- *The scope shall be available as documented information*

4.4 RTS management system

- **องค์กรต้อง establish, implement, maintain and continually improve an RTS management system,**
- **ซึ่งรวมถึง the processes needed and their interactions, in accordance with the requirements of this International Standard.**

5 Leadership

- 5.1 ภาวะผู้นำและความมุ่งมั่น (Leadership and commitment)
- 5.2 นโยบาย (Policy)
- 5.3 บทบาทหน้าที่ที่ความรับผิดชอบ และอำนาจ (Organizational roles, responsibilities and authorities)

5.1 Leadership and commitment

- ผู้นำระดับสูงสุดต้องแสดงออกถึงภาวะผู้นำและความมุ่งมั่นในเรื่อง RTS management system โดย:
- ต้องแน่ใจว่ามีการกำหนดนโยบายและวัตถุประสงค์ด้าน RTS ที่สอดคล้องกับทิศทางแผนยุทธศาสตร์ขององค์กร;
- ต้องแน่ใจว่ามีการบูรณาการข้อกำหนดของ RTS management system เข้าไปในกระบวนการทางธุรกิจขององค์กร (*organization's business processes*);
- ต้องแน่ใจว่าได้จัดให้มีงบประมาณที่จำเป็นต่อการดำเนินการ RTS management system;

5.1 Leadership and commitment

- กำหนดเป็นวัตถุประสงค์ระยะยาวที่จะไม่ให้เกิดการเสียชีวิตและการบาดเจ็บรุนแรงจากอุบัติเหตุทางถนน และกำหนดเป้าหมายที่จะบรรลุในระยะสั้นว่าเป็นเท่าใด
- ทำงานร่วมกับ interested parties ในการที่จะบรรลุวัตถุประสงค์ที่กำหนด
- ต้องมั่นใจว่าองค์กรมีการจัดกระบวนการทำงานที่จะทำให้บรรลุวัตถุประสงค์ที่กำหนด กระบวนการนั้นต้องโปร่งใสและเปิดโอกาสให้ทุกฝ่ายทุกระดับขององค์กรเข้ามามีส่วนร่วม

การทำงานร่วมกับ
Interested parties

- ทำร่วมกันอย่างน้อยแค่ไหน
- ทำกับทุก Interested parties หรือไม่

การทำงานร่วมกับ
Interested parties

- **Therefore the organization is to identify interested parties *in its sphere of influence* in order to communicate, consult and coordinate with those who are most relevant to reducing death and serious injuries. (A.4.2)**

5.1 Leadership and commitment

- เลือกวิธีการและมาตรการที่สำคัญที่จะนำไปสู่การบรรลุ intended outcomes of the RTS management system;
- สื่อสารถึงความสำคัญของการมี effective RTS management และความสำคัญของการปฏิบัติตามข้อกำหนด RTS management system ที่กำหนดไว้

5.1 Leadership and commitment

- จัดให้มีทรัพยากรเพื่อ establish, implement, maintain and continually improve the RTS management system;
- ต้องให้ความสนใจใน RTS results เพื่อจะได้แน่ใจว่าสามารถบรรลุถึง its intended outcomes;
- ต้องสื่อสารไปยังบุคลากรที่เกี่ยวข้องทุกระดับภายในองค์กรถึงความสำคัญของการปฏิบัติตามกฎหมายที่จะนำไปสู่การบรรลุ the intended outcome of the RTS management system;

5.1 Leadership and commitment

- **ควบคุมกำกับและสนับสนุนให้บุคลากรช่วยเหลือในเรื่องประสิทธิภาพของ the RTS management system;**
- **การปรับปรุงอย่างต่อเนื่อง;**
- **supporting other relevant management roles to demonstrate leadership as it applies to their areas of responsibility.**

5.2 Policy

- ผู้บริหารสูงสุด (Top management) ต้องกำหนด RTS policy ซึ่ง (นโยบายนั้นต้อง) :
 - a) เหมาะสมกับเป้าประสงค์ (purpose) ขององค์กร;
 - b) เป็นกรอบหรือให้แนวทางในการกำหนด RTS objectives and RTS targets;
 - c) ให้ความมุ่งมั่น หรือพันธะสัญญาที่จะปฏิบัติตามข้อกำหนด;
 - d) ให้ความมุ่งมั่น หรือพันธะสัญญาที่จะปรับปรุง RTS management system อย่างต่อเนื่อง

5.2 Policy

- นโยบายต้อง:
- จัดให้มี (พร้อมที่จะให้ผู้สนใจ) ในรูปของ *documented information*;
- ถูกสื่อสารไปภายในองค์กร;
- พร้อมที่จะให้ *Interested parties* ตามความเหมาะสม

5.3 Organizational roles, responsibilities and authorities

- Top management ต้องมั่นใจว่ามีการกำหนดหน้าที่ ความรับผิดชอบและอำนาจให้กับคนที่เกี่ยวข้อง และต้องสื่อสารภายในองค์กรให้รับทราบโดยทั่วกัน
- Top management ต้องกำหนดหน้าที่ความ รับผิดชอบและอำนาจ ทั้งนี้เพื่อ:
 - a) ความมั่นใจว่า *RTS management system* ของ องค์กรนี้สอดคล้องกับข้อกำหนดของ *ISO 39001*;
 - b) ความมั่นใจว่าจะมีการรายงานผลการปฏิบัติงาน และข้อเสนอแนะเพื่อการปรับปรุงให้กับ *top management*

6 Planning

- **6.1 บททั่วไป (General)**
- **6.2 กิจกรรมการจัดการความเสี่ยงและโอกาส
(Actions to address risks and opportunities)**
- **6.3 RTS performance factors**
- **6.4 RTS objectives and planning to achieve them**

6.1 General

- องค์กรต้องปฏิบัติตามกระบวนการการทบทวน RTS performance ที่เป็นอยู่ในปัจจุบัน, การกำหนด risks and opportunities, การเลือก RTS performance factors , การวิเคราะห์ถึงสิ่งที่จะสามารถบรรลุในเวลาที่กำหนด และการกำหนด RTS objectives และ targets ที่เหมาะสมและแผนงานที่จะทำให้บรรลุตามที่ต้องการนั้น
- การทบทวน RTS performance factor ที่เป็นอยู่ในปัจจุบัน ต้องคำนึงถึง
 - the context of the organization (see Clause 4)
 - และ its leadership (see Clause 5)โดยต้องสัมพันธ์กับกระบวนการ กิจกรรม และหน้าที่ขององค์กรที่มีผลต่อ RTS.
- ทั้งนี้ RTS performance factor ที่เป็นอยู่ในปัจจุบันนั้น ควรมีการทบทวนในเชิงปริมาณ (quantified where possible) และประเมินถึงผลที่จะเกิดในอนาคตอันเนื่องมาจาก relevant RTS performance factors.

นิยาม

3.23

Performance

- **measurable result**
- *Note 1 to entry: Performance can relate either to quantitative or qualitative findings.*
- *Note 2 to entry: Performance can relate to the management of activities, processes (3.27), products (including services), systems or organizations (3.21).*

นิยาม

3.40 RTS performance

- **measurable results of an organization's (3.21)
management of its contribution to RTS (3.35)**
- *Note 1 to entry: In the context of RTS
management systems, results can be measured
against the organization's (3.21) RTS policy
(3.24), RTS objectives (3.20), RTS targets (3.43)
and other RTS performance requirements.*

นิยาม

3.41 RTS performance factor

- *a measurable factor, element and criterion contributing to RTS (3.35) that the organization (3.21) can influence and that allows the organization to determine impacts on RTS*
- *Note 1 to entry: It allows an organization (3.21), including its contractors and sub-contractors, to determine changes in RTS performance (3.23). It is a concrete and measurable element of the organization's activity that will be used by the organization to track performance over time.*

6.2 Actions to address risks and opportunities

- เมื่อจะทำการวางแผนสำหรับ RTS management system องค์กรต้องพิจารณาถึงเรื่องประเด็น (issues) ต่าง ๆ ที่กล่าวถึงในข้อกำหนด 4.1 และข้อกำหนดที่ 4.2 และพิจารณาถึงความเสี่ยงและโอกาส ที่จะทำให้ :
 - @ แน่ใจว่าจะสามารถบรรลุถึงระบบการจัดการ RTS และบรรลุถึงผลกระทบที่ต้องการจะได้รับ;
 - @ ป้องกัน และลด undesired effects;
 - @ และบรรลุถึงการปรับปรุงอย่างต่อเนื่อง

6.2 Actions to address risks and opportunities

- องค์กร ต้องวางแผน
- a) กำหนดกิจกรรมที่จะจัดการกับความเสี่ยงและโอกาสเกิดความเสี่ยงนั้น ๆ
- b) โดยวิธีการ ดังนี้:
 - บูรณาการและดำเนินการกิจกรรมที่กำหนด ผ่านกระบวนการในระบบการจัดการ RTS
 - ประเมินประสิทธิผลของกิจกรรมต่าง ๆ เหล่านั้น

Risk and opportunities

- *Examples* of different risks and opportunities are a high percentage of aged users, the mix of motorized and non-motorized users, high traffic volumes on major routes, strict demand for on time delivery from customers, road safety activity in different regions, the level of compliance activity with key safety rules, and the quality of the road infrastructure, vehicle fleet, and emergency medical system. (A.6.2)

6.3 RTS performance factors

- องค์กรต้องชี้แจงการใช้ RTS performance factors จากข้อมูลในเรื่องต่อไปนี้ (a-c) ทั้งนี้ขึ้นกับบริบทองค์กร (see Clause 4) และ risks and opportunities ที่ได้ชี้แจงไว้แล้ว
- a) *Risk exposure factors:*
 - distance travelled and road traffic volume, including vehicle and road user type, whether influenced or not influenced by the organization;
 - volume of product and/or service provided by the organization.
- b) *Final safety outcome factors*, e.g. the number of deaths and serious injuries.

6.3 RTS performance factors

- ***c) Intermediate safety outcome factors:*** these safety outcome factors are related to
 - the safe planning,
 - design and use of the road network and of the products and services within it,
 - the conditions for entry and exit of those products, services and users,
 - as well as the recovery and rehabilitation of road traffic crash victims:

6.3 RTS performance factors

- **road design and safe speed, especially considering separation (on-coming traffic and vulnerable road users), side areas and intersection design;**
- **use of appropriate roads, depending on vehicle type, user, type of cargo and equipment;**

6.3 RTS performance factors

- **use of personal safety equipment, especially considering seat belts, child restraints, bicycle helmets and motorcycle helmets, and the means to see and be seen;**
- **using safe driving speed, also considering vehicle type, traffic and weather conditions;**

6.3 RTS performance factors

- **fitness of drivers, especially considering fatigue, distraction, alcohol and drugs;**
- **safe journey planning, including consideration of the need to travel, the amount and mode of travel and choice of route, vehicle and driver;**
- **safety of vehicles, especially considering occupant protection, protection of other road users (vulnerable as well as other vehicle occupants), road traffic crash avoidance and mitigation, roadworthiness, vehicle load capacity and securing of loads in and on the vehicle;**

6.3 RTS performance factors

- **appropriate authorization to drive/ride the class of vehicles being driven/ridden;**
- **removal of unfit vehicles and drivers/riders from the road network;**
- **post-crash response and first aid, emergency preparedness and post crash recovery and rehabilitation.**

6.3 RTS performance factors

- **The organization shall develop additional RTS performance factors when the above-mentioned RTS performance factors have insufficient relevance. Additional RTS performance factors shall be developed by investigating relevant road traffic incidents and identifying RTS deficiencies.**

6.3 RTS performance factors

- **Based on the RTS performance factors, the organization shall specify elements and criteria in appropriate detail to determine, monitor and measure RTS objectives and RTS targets. The organization shall document this information and keep it up to date.**
- **EXAMPLE** Seat belt use represents both the element and the criterion in relation to the RTS performance factor “use of personal safety equipment”. For the RTS performance factor “vehicle safety”, a consumer safety rating represents the element and the rating level the criterion.
- ***NOTE*** *Guidance on the use of the RTS performance factors by different types of organizations is given in A.11.*

A.6.3 RTS performance factors

- **RTS performance factors describe the different elements of road safety that organizations need to consider in their RTS management system.**
- **The RTS performance factors identified in this International Standard are general and usable for most organizations and situations, are oriented towards known RTS problems or solutions, and have an evidence base.**
- **The organization considers all of the following performance factors, and prioritizes them, based on the organization's context.**

A.6.3 RTS

performance factors

- a) Risk exposure factors:
- the organization is required to consider the extent to which it faces exposure to safety risks within the road traffic system, and collect data on this.
- Risk exposure factors can take a variety of forms, including the volume of traffic within a certain area which is relevant to the organization, or the volume of travel that is undertaken by members of the organization, or the volume of products and services.
- Safety risks can be increased or decreased depending upon
 - @ the type of users that are involved or other factors about those users, such as their driving record.
 - @ the type of vehicle or mode of transport that is used.
- Understanding the extent of exposure to safety risks provides organizations with tangible information about which of the performance factors it should prioritize.

A.6.3 RTS

performance factors

- **b) Final safety outcome factors:**
- **good practice includes consideration of the extent of fatal and serious road traffic injuries, and the human and economic costs of the resulting trauma, and collection of data on this.**
- **Aside from considering physical injury, final safety outcome factors may address losses that relate solely to the organization, through lost productivity or additional external costs, or that relate to wider socio-economic losses such as pain and suffering, rectification of services, or human recovery, treatment and rehabilitation.**
- **Understanding the extent of human and economic costs provides organizations with tangible information about the benefits and cost-effectiveness available from improving RTS.**

A.6.3 RTS performance factors

- c) Intermediate safety outcome factors:
- the road traffic system is an open and complex system with many actors and shared responsibilities.
- Road traffic crashes resulting in death or serious injury are rare and the distance in space and time between action and potential improvement can be great.
- While risk exposure factors and final safety outcome factors need to be continually monitored, intermediate safety outcome factors (which are causally linked to the final safety outcome factors) need the most attention.
- Intermediate safety outcomes are measures of interventions that are known to improve final RTS performance, such as reducing traffic speeds, or improving the safety rating (for example New Car Assessment Program) level of the vehicle fleet. By focusing, measuring and following up on the intermediate factors which will most improve RTS performance, systematic improvements can be achieved.

6.4 RTS objectives and planning to achieve them

- **The organization shall establish RTS objectives at relevant functions and levels.**
- **The RTS objectives shall:**
 - *be consistent with the RTS policy;*
 - *be measurable (if practicable);*
 - *take into account applicable requirements;*
 - *be monitored;*
 - *be communicated;*
 - *be updated as appropriate.*

6.4 RTS objectives and planning to achieve them

- **The organization shall retain documented information on the RTS objectives and the RTS targets.**
- **When establishing and reviewing its RTS objectives and RTS targets, an organization shall take into account its risks and opportunities in 6.2, its RTS performance factors in 6.3 and element and criteria in 6.3 as well as give consideration to its management capacity. It shall also consider its technological options, its financial, operational and business requirements, and the views of interested parties.**

6.4 RTS objectives and planning to achieve them

- **When planning how to achieve its RTS objectives and RTS targets, the organization shall determine:**
 - *what will be done;*
 - *what resources will be required;*
 - *who will be responsible;*
 - *when it will be completed;*
 - *how the results will be evaluated.*
- **The action plans shall be documented and reviewed as necessary.**
- *NOTE 1 A.6.3 provides an example of an RTS target hierarchy.*
- *NOTE 2 The type of measurement for any RTS objectives and RTS targets can be identified on the basis of the RTS performance factors and the elements and criteria in 6.3 as well as organizational outputs.*

7 Support

- **7.1 Coordination**
- **7.2 Resources**
- **7.3 Competence**
- **7.4 Awareness**
- **7.5 Communication**
- **7.6 Documented information**

7.1 Coordination

- **The organization shall coordinate with relevant levels and functions of the organization (including the involvement of employees, in general) and interested parties to realize the potential benefits from its actions related to RTS. It shall ensure that there is appropriate internal and external consultation and coordination of its activities designed to achieve the established RTS objective(s) and RTS targets.**

7.2 Resources

- **The organization shall determine and provide the resources and allocation framework needed for establishment, implementation, maintenance and continual improvement of the RTS management system to achieve the established RTS objective(s) and RTS targets.**
- ***NOTE Resources include human resources and specialized skills, organizational infrastructure, technology and financial resources.***

7.3 Competence

- **The organization shall:**
- *determine the necessary competence of person(s) doing work under its control that affects its RTS performance;*
- *ensure these persons are competent on the basis of appropriate education, training, or experience;*
- *where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;*
- *retain appropriate documented information as evidence of competence.*
- **NOTE** Applicable actions can include, for example the provision of training to, the mentoring of, or the re-assignment of current employed persons, or the hiring or contracting of competent persons.

7.4 Awareness

- **Persons doing work under the organization's control, and who are affected by or affect RTS in their work, shall be aware of:**
 - *the RTS policy;*
 - *their contribution to the effectiveness of the RTS management system, including the benefits of improved RTS performance;*
 - *the implications of not conforming with the RTS management system requirements;*
 - *information and lessons learned concerning the major relevant road traffic incidents that are experienced by the organization.*

7.5 Communication

- **The organization shall determine the need for internal and external communications relevant to the RTS management system, including:**
 - *on what it will communicate;*
 - *when to communicate; with whom to communicate.*
- *The organization shall establish, implement and maintain a communication process considering the various levels and functions of the organization and interested parties.*
- **The organization shall support the continual improvement of RTS performance, by engaging with and promoting among its internal and external interested parties, as appropriate, the need for a long-term focus on RTS results and the means by which they can be achieved.**

7.6 Documented information

- **7.6.1 General**
- **7.6.2 Creating and updating**
- **7.6.3 Control of documented information**

7.6.1 General

- **The organization's RTS management system shall include:**
- *documented information required by this International Standard;*
- *documented information determined by the organization as being necessary for the effectiveness of the RTS management system.*
- **NOTE** The extent of documented information for an RTS management system can differ from one organization to another due to:
- *the size of organization and its type of activities, processes, products and services,*
- *the complexity of processes and their interactions, and*
- *the competence of persons.*

7.6.2 Creating and updating

- **When creating and updating documented information, the organization shall ensure appropriate:**
- *identification and description (e.g. a title, date, author, or reference number);*
- *format (e.g. language, software version, graphics) and media (e.g. paper, electronic);*
- *review and approval for sustainability and adequacy.*

7.6.3 Control of documented information

- **Documented information required by the RTS management system and by this International Standard shall be controlled to ensure:**
- *it is available and suitable for use, where and when it is needed;*
- *it is adequately protected (eg. from loss of confidentiality, improper use, or loss of integrity).*

7.6.3 Control of documented information

- **For the control of documented information, the organization shall address the following activities, as applicable:**
 - *distribution, access, retrieval and use;*
 - *storage and preservation, including preservation of legibility;*
 - *control of changes (e.g. version control);*
 - *retention and disposition.*

7.6.3 Control of documented information

- **Documented information of external origin determined by the organization to be necessary for the planning and operation of the RTS management system shall be identified as appropriate, and controlled.**
- *NOTE Access implies a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information, etc.*

8 Operation

- **8.1 Operational planning and control**
- **8.2 Emergency preparedness and response**

8.1 Operational planning and control

- **The organization shall determine, plan, implement and control the processes to meet requirements, and to implement the actions determined in 6.2, to address the RTS performance factors identified in 6.3 and the RTS objectives and RTS targets in 6.4, by:**
 - *establishing criteria for the processes;*
 - *implementing control of the processes in accordance with the criteria;*
 - *keeping documented information to the extent necessary to have confidence that the processes have been carried out as planned.*
- **The organization shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.**
- **The organization shall ensure that outsourced processes are controlled.**

8.2 Emergency preparedness and response

- **The organization shall respond to actual death and serious injuries caused by road traffic crashes or by other road traffic incidents in which the organization is involved and, where practicable, prevent or mitigate adverse associated impacts on RTS.**
- **The organization shall periodically review and, where necessary, revise its preparedness for actual death and serious injuries caused by road traffic crashes or by other road traffic incidents in which the organization is involved, and response procedures, in particular, after such occurrences of deaths and serious injuries.**
- **The organization shall also periodically test such procedures where practicable.**

9 Performance evaluation

- **9.1 Monitoring, measurement, analysis and evaluation**
- **9.2 Road traffic crash and other road traffic incident investigation**
- **9.3 Internal audit**
- **9.4 Management review**

9.1 Monitoring, measurement, analysis and evaluation

- **In relation to the RTS management system, the organization shall determine:**
 - *what needs to be monitored and measured;*
 - *the methods for monitoring, measuring, analysis and evaluation, as applicable, to ensure valid results;*
 - *when the monitoring and measuring shall be performed;*
 - *when the results from the monitoring and measurement shall be analysed and evaluated.*

9.1 Monitoring, measurement, analysis and evaluation

- **The organization shall retain appropriate documented information as evidence of the results.**
- **The organization shall evaluate the RTS performance and the effectiveness of the RTS management system.**
- **The organization shall establish, implement and maintain a process to periodically evaluate compliance with applicable legal RTS requirements and other RTS requirements to which the organization subscribes.**

9.2 Road traffic crash and other road traffic incident investigation

- **The organization shall establish, implement and maintain a procedure(s) to record, investigate and analyse those road traffic crashes and other incidents in which it is involved that lead, or have the potential to lead, to death and serious injuries of road users, in order to:**
 - **a) determine the underlying factors that it can control and/or influence and that can be causing or contributing to the occurrence of those incidents;**
 - **b) identify the need for RTS corrective action;**
 - **c) identify opportunities for RTS preventive action.**

9.2 Road traffic crash and other road traffic incident investigation

- **The investigations shall be performed in a timely manner.**
- **Any identified need for RTS corrective action or opportunities for RTS preventive action shall be dealt with according to the relevant parts of Clause 10.**
- **The results of road traffic crash and other incident investigations shall be documented and maintained.**

9.3 Internal audit

- **The organization shall conduct internal audits at planned intervals to provide information on whether the RTS management system:**
- **a) conforms to:**
 - *the organization's own requirements for its RTS management system;*
 - *the requirements of this International Standard;*

9.3 Internal audit

- **b) is effectively implemented and maintained. The organization shall:**
- *plan, establish, implement and maintain an audit programme(s), including the frequency, methods, responsibilities, planning requirements and reporting. The audit programme(s) shall take into consideration the importance of the processes concerned and the results of previous audits;*
- *define the audit criteria and scope for each audit;*
- *select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;*
- *ensure that the results of the audits are reported to relevant management;*
- *retain documented information as evidence of the implementation of the audit programme and the audit results.*

9.4 Management review

- **Top management shall review the organization's RTS management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness in achieving the established RTS objectives and RTS targets. In establishing its RTS management system, or following review of its RTS management system, the organization shall identify and analyse the key issues which need to be addressed across the management system in order to improve the organization's RTS performance in the interim and long term.**

9.4 Management review

- **The management review shall include consideration of:**
- **a) the status of actions from previous management reviews;**
- **b) changes in external and internal issues that are relevant to the RTS management system;**
- **c) information on the RTS performance, including trends in**
 - *nonconformities and corrective actions,*
 - *monitoring, measurement analysis and evaluation of results, including the extent to which RTS objectives and RTS targets have been met, and*
 - *audit results and evaluations of compliance with legal and other requirements to which the organization subscribes;*

9.4 Management review

- **d) opportunities for continual improvement, including consideration of new technologies;**
- **e) relevant communication(s) from interested parties, including complaints;**
- **f) road traffic crash and other road traffic incident investigation.**

9.4 Management review

- **The outputs of the management review shall include decisions related to continual improvement opportunities, achieving RTS results and any need for changes to the RTS management system.**
- **The organization shall retain documented information as evidence of the results of the management reviews.**

10 Improvement

- **10.1 Nonconformity and corrective action**
- **10.2 Continual improvement**

10.1 Nonconformity and corrective action

- **When a nonconformity with the requirements of the RTS management system occurs, the organization shall:**
- **a) react to the nonconformity, and as applicable,**
 - *take action to control, and correct it, and*
 - *deal with the consequences;*

10.1 Nonconformity and corrective action

- **b) evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere, by**
 - *reviewing the nonconformity,*
 - *determining the causes of the nonconformity, and*
 - *determining if similar nonconformities exist, or could potentially occur;*
- **c) implement any action needed;**
- **d) review the effectiveness of any corrective action taken;**
- **e) make changes to the RTS management system, if necessary.**
- **Corrective actions shall be appropriate to the effects of the nonconformities encountered.**

10.1 Nonconformity and corrective action

- **The organization shall retain documented information as evidence of**
- *the nature of the nonconformities and any subsequent actions taken, and*
- *the results of any corrective action.*

10.2 Continual improvement

- **The organization shall continually improve the suitability, adequacy and effectiveness of the RTS management system.**
- *NOTE This can be achieved through the use of the RTS policy, RTS objectives and RTS targets, audit results, analysis of monitored events, corrective and preventive actions and management review.*

Transporting people and goods – A small taxi company

The core business of transporting people has a direct impact on the safety of employees, clients, and other road users.

Interested parties who the taxi company could need to consult include *clients* (for example, regarding the use of restraints), *drivers* (regarding speed) and *those involved in vehicle purchase* (regarding the selection of safe vehicles) and *maintenance* (to ensure safety is maintained).

Key RTS performance factors for the taxi company should include *driver impairment* (e.g. fatigue, alcohol or drugs), *driving speed*, *driver and passenger seatbelt use*, *vehicle selection and maintenance*, and *journey planning*.

Key monitoring tools include restraint compliance and driver licence status.

Transporting people and goods – A road haulage provider

Commercial vehicle operations are involved in a disproportionately high number of road deaths on the world's roads. As such road haulage providers have an RTS responsibility to their employees, third parties with whom they come into contact and the larger communities in which they operate. They also have a responsibility to their customers to ensure goods arrive safely.

Key RTS performance factors include *driver selection*, and *how drivers are managed and motivated* to ensure appropriate skills and behaviors, particularly in terms of speed management and driver fitness. The *selection and use of vehicles* best suited to the task, designed and equipped to reduce the risk of a road traffic crash and the risk of death and serious injuries to vehicle occupants and other road users and *inspected and maintained* to ensure roadworthiness.

Loads should be properly managed to ensure no overloading and the safe securing of cargo.

Safe journey planning to ensure the most appropriate routes, speeds and working/driving hours. Consideration of *other vulnerable road users within the road network* and in the event of a *road traffic incident, emergency preparedness*.

**Transporting
people and
goods —A
multinational
sales and
marketing
organization**

Key RTS performance factors include:

- @ understanding their fleet safety risks, i.e. the risk of death and injury;**
- @ appropriate entry and exit of vehicles and drivers into the road network;**
- @ policies around speed, alcohol, seat belt/helmet use, driver fatigue and distraction, vehicle selection/maintenance; journey planning; contractor/distributor RTS management; and**
- @ corporate social responsibility through involvement in road safety advocacy and support of community road safety initiatives.**