

I. Problem Definition

What:	Potential fatality
When:	17 May 2017
Where:	Townsville, Queensland, Australia
Facility:	Central 3
Significance:	High
Safety:	Reportable incident – broken jaw and related facial injuries
Environment :	No impact
Revenue:	Business disruption on day and subsequent diversion of resources from productive work; shocked customers who witnessed the emergency may be negative towards business in future.
Cost:	Hospital and medical costs to date: > \$11,000 for broken jaw surgery, dental work, plastic surgery [stage 1]; insurance premium increase anticipated; replacement labour hire costs
Frequency:	4 injuries since 2013 for same process