Issue report – Project: Flood Refuge Site

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| **Issue identifier** | **2/21** | |
| **Issue type** | **Problem/Concern** | |
| **Date raised** | **Raised By** | **Issue report author** |
| 17/12/18 | Medical Consultant | Project Manager |
| **Issue description** | | |
| When unpacking a case of operating theatre equipment it was found that there was a tear in the sterilised seal for the equipment which threatens the hygiene of the materials. | | |
| **Impact analysis** | Time Impact: Materials will either need to be scrapped leading to a two week delay in getting all the equipment we need  Re-sterilisation will take two days but divert medical resources to carry out this work  Cost Impact: Replacement of this equipment would be US$ 25,000, re-sterilising would cost US$ 2000  Quality Impact: if unaddressed this issue would impact the quality of treatment to refugees and potentially cause additional health concerns | |
| **Recommendation** | Divert medical staff to re-sterilise the materials at a cost of US$ 2000, and two days. | |
| **Priority** | High | |
| **Severity** | Within project manager authority level | |
| **Decision** | Project Manager has decided to deal with the issue | |
| **Approved by** | **Decision date** | **Closure date** |
| PM | 18/12/18 | 21/12/18 |

# Guidance on how to complete

***(Note: following completion of the Issue report the pages beyond this point can be deleted)***

## Purpose

An issue report is a report containing the description, impact assessment and recommendations for a request for change, off-specification or a problem/concern. It is created only for those issues that need to be handled formally.

The report is initially created when capturing the issue, and updated both after the issue has been examined and when proposals are identified for issue resolution. The issue report is later amended further in order to record what option was decided upon, and finally updated when the implementation has been verified and the issue is closed.

## Composition

The composition of the issue report will be defined in the change control approach. It includes the following:

* **Issue identifier** As shown in the issue register (provides a unique reference for every issue report)
* **Issue type** Defines the type of issue being recorded, namely:
  + request for change
  + off-specification
  + problem/concern
* **Date raised** The date on which the issue was originally raised
* **Raised by** The name of the individual or team who raised the issue
* **Issue report author** The name of the individual or team who created the issue report
* **Issue description** Describes the issue in terms of its cause and impact
* **Impact analysis** A detailed analysis of the likely impact of the issue. This may include, for example, a list of products impacted
* **Recommendation**  A description of what the project manager believes should be done to resolve the issue (and why)
* **Priority**  This should be given in terms of the project’s chosen scale. It should be re-evaluated after impact analysis
* **Severity** This should be given in terms of the project’s chosen scale. Severity will indicate what level of management is required to make a decision on the issue
* **Decision** The decision made (accept, reject, defer or grant concession)
* **Approved by** A record of who made the decision
* **Decision date** The date of the decision
* **Closure date** The date that the issue was closed.

## Derivation

An issue report is derived from the following:

* highlight report(s), checkpoint report(s) and end stage report(s)
* stage plan, together with actual values and events
* users and supplier teams working on the project
* the application of quality controls
* observation and experience of the processes
* quality register, risk register and lessons log
* completed work packages.

## Format and presentation

The format of the issue report will be defined in the change control approach. Its various formats include:

* a document, spreadsheet or database
* an entry in a project management tool.

Not all entries in the issue register will need a separately documented issue report.

## Quality criteria

The following quality criteria apply to an issue report:

* The issue stated is clear and unambiguous.
* A detailed impact analysis has occurred.
* All implications have been considered.
* The issue has been examined for its effect on the tolerances.
* The issue has been correctly registered in the issue register.
* Decisions are accurately and unambiguously described.