

2013 COLLECTIVE RECOMMENDATIONS

QACE 2012 ANNUAL REPORT - ANNEX C

1. Auditor Performance

Success is dependent on the RO's close involvement and monitoring of ACB performance and feedback and training of auditors, particularly those who are new

2. Audit Sample Trails

There is a trend in comments that sampled audit trails need to be thoroughly investigated, through the recorded evidence, back to verify the adequacy of the associated last major survey /audit

3. Job Execution

Delivery of the technical judgement on board is at the heart of RO's service provision and the highest level of complexity and risk, particularly in the identification of deficiencies. It is particularly important that job execution findings and performance over time are analysed, root causes identified and effective corrective actions implemented.

4. Service Suppliers

Findings continue to highlight issues with the control of Service Suppliers; RO's either failing to verify or witness where required or failing to record activity. Service Supplier records generally and records of approval renewals need to be improved,

5. Identification of Ships in Service VCAs

ROs and ACBs are encouraged to be flexible in their approach to identify the most suitable ships and surveys for Ships in Service VCAs.

It is possible to plan VCA dates around auditor availability. Survey departments often have knowledge of ships coming under survey for major surveys around the planned time and auditors (and observers) can make flight arrangements at short notice. In the same way VCAs can be identified in an area rather than at the office under audit.

6. New Constructions VCA

The intent of a VCA is to sample, as far as possible, the elements of a process and the implementation of the associated technical requirements by witnessing surveys. To that end benefit would be gained by selecting ship new build VCAs after a review of that ship's plan approval from plan approval office audits. Ensuring that plan approval comments are dealt with, surveyed and recorded is a vital control in that process.