

2014 COLLECTIVE RECOMMENDATIONS

QACE 2013 ANNUAL REPORT - ANNEX C

- 1. Improved review of the effectiveness of corrective actions from previous findings.** Too often the ACBs audit findings reflect the same issues from year to year within the RO.

QACE would recommend that one of the ACBs personnel is made responsible for the analysis of audit findings and the identification of trends and improvement areas. Identified issues can be followed-up during subsequent audits, especially as part of a three-year plan, which can also determine if issues are localised or common within the RO

- 2. Auditing Statutory Services.** There has been a concentration on the classification processes to the detriment of the statutory disciplines and the ROs delivery of statutory surveys.

Increased levels of audit and verification during Head Office, Plan Approval, New Construction and ships in operation surveys are required. A day has been added to the mandatory auditor refresher training dedicated to statutory requirements.

- 3. Certificate Accuracy.** As the number and complexity of statutory and flag specific requirements has increased, in many cases the accuracy of certificates and the systems used to control their accuracy have been insufficient.

The ROs certificate control and checking processes are to be tested. Sampling alone is unlikely to identify certificate accuracy levels.

As certificates are a key product in the verification of the quality and safety of the ships and are required to allow trading, it should be expected that internally, for clients and for the flag Administrations that authorise the RO to act on their behalf, the RO should set a certificate accuracy objective and target. The RO may not be in compliance with product realisation and client expectation requirements if not.

Corrective actions should be evident where accuracy levels are low.

- 4. Audit Preparation.** A number of best practices have been observed.

Assigning audit manager or coordinator responsibilities within the accredited bodies audit team.

Although potentially an additional cost, an auditor's preparation day before Head Office audits.

To improve sampling and save time during audits 1. The provision of a list of ongoing new construction projects at the beginning of the year, 2. Before Survey Location and

Plan Approval office audits the provision of a list of recently held surveys, audits or plan approvals.

Balance high risk cases with a more random sample of major surveys.

Increasing reliance by the accredited bodies in selecting the audit locations, ensuring global coverage and not to repeat previously audited locations.

5. **Quality Objectives.** The ROs quality objectives vary in how complete and effective they are. The ACB's audit of quality objectives and targets is also inconsistent.

QACE recommends that each major service should have an associated quality objective and target for ROs to monitor the standard and accuracy of plan approvals, survey reports and certificates (new construction and ships in operation) and ISM and ISPS audit reports and certificates.

6. **New Construction process.** The intent of a Vertical Contract Audit 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 QACE continues to encourage the ACBs to select for audit plan approval projects that can be followed up during audits of the construction surveys. If well planned the materials, equipment or component process can also be included as a separate VCA.

The interface between plan approval comments, their on-site survey and records is important and is to be verified during each relevant audit.

New construction is a complex process with a number of stages. Serious consideration should be given to the audit duration of new construction VCAs with necessary additional time for the associated review of records