

2021 COLLECTIVE RECOMMENDATIONS

QACE 2020 ANNUAL REPORT ANNEX C

CR2021 #1: All ROs to review their key operational processes, particularly in the light of the 2020 audit findings, to improve the clarity of process requirements and to eliminate occasional errors.

Our analysis of Audit findings from 2020 shows that the two primary reasons for the findings, common to all ROs, are errors in:

- Job execution - delivery surveys and audits of ships, and inspections of their equipment, which occasionally are not in full compliance with the requirements of the reference standards and / or the ROs internal procedures.
- Reference documentation/instructions of the ROs – these are not always fit for purpose.

A deeper analysis of the findings under each of the above categories shows the underlying causes, common to all ROs, are:

- unclear/insufficient/ambiguous guidance on some elements of technical service delivery.
- process requirements that occasionally do not comply with relevant reference standards.

These root causes lead to occasional errors in correct implementation of the procedures and affect the realisation of the process and reporting. Rectifying these root causes will improve the quality and clarity of the processes and lead to more successful implementation of them.

A contributing factor to the root causes is insufficient training of technical staff in process requirements. Training of staff would be a natural next step after the key processes are reviewed, requirements are clarified and the occasional errors are eliminated.

CR2021 #2: All ROs are to provide feedback on the implementation of QIQS regarding their understanding of it, and its application and adequacy.

The second collective recommendation for 2021 is a carry forward of the CR from 2020.