

QACE 2021 ANNUAL REPORT ANNEX C

CR2022 #1: All ROs to review their training systems, particularly in the light of the 2021 audit findings, to ensure improved understanding by their technical staff of their documented requirements (processes, procedures, checklists, guidelines)

CR2022 #2: All ROs to review their procedures and guidelines for remote surveys to improve the clarity of the requirements.

The above have been derived based on our quantitative and qualitative analysis of 2021 audit findings of all ROs. Our analysis shows these to be the proximate causes for 54% of all the findings.

The root causes for these findings, prima facie, seem to be, one or more of the following;

- Inadequate training of the technical personnel in the RO procedures, checklists, forms and guidelines;
- Inadequate monitoring of jobs carried out and the reports/documents (e.g., drawings and certificates) thereof.

This list is not exhaustive and there could be other root cause(s) which could vary between the ROs. All the ROs are urged to analyse their own performance to arrive at the causes applicable to their systems.

A supporting activity, to ensure the effectiveness of the actions consequent to the above, is strengthening the monitoring system which would be a natural follow-up action.