

CR2023 #1:

All ROs to review their training systems, particularly in the light of the 2022 audit findings, to ensure improved understanding by their technical staff of their documented requirements (processes, procedures, checklists, guidelines) and strengthen the monitoring system to ensure the effectiveness.

CR2023 #2:

All ROs to focus on improving their procedures, training, authorisation and monitoring processes for ISM Code Certification and implementation thereof.

The above have been derived based on our quantitative and qualitative analysis of 2022 audit findings of all ROs.

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 and implementation thereof, particularly in ISM Certification;*
- *Inadequate procedures, or implementation thereof, of the qualification and authorisation procedures;*
- *Inadequate monitoring of jobs carried out and of the reports/documents (e.g., drawings and certificates).*

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.