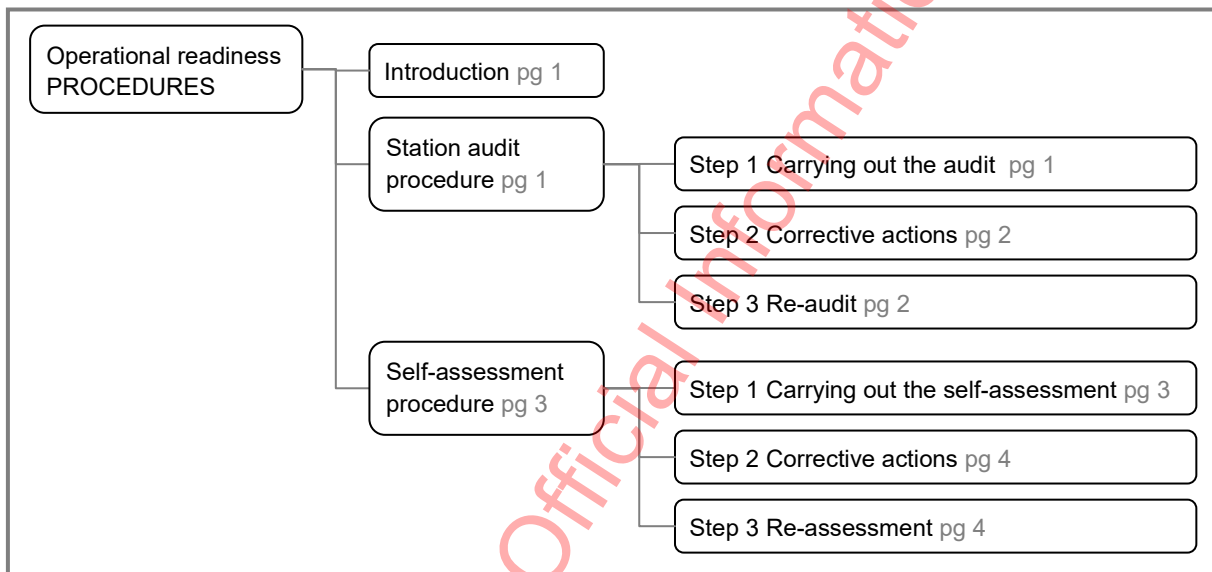# Operational readiness audit and self-assessment procedures

This document describes the steps for carrying out station audits and self-assessments of operational readiness within the NZFS.

These procedures must be read alongside the *Guidelines for Operational Policies and Procedures*.

Contents

The contents of this SOP are shown in the following diagram:

Note: The OER carries out the audits of National, Region and Area headquarters and ComCens. An overview of this process can be found in *RD3 GD NZFS Guide to operational readiness*.

Station audit procedure

This procedure outlines how the operational readiness standards should be used by NZFS personnel to carry out annual station audits.

Note: Station audits will be carried out by the Area Manager, or a delegated officer/manager (including VSO) not based at the station being audited.

Step 1 Carrying out the audit

Creating the audit task	The person conducting the station audit:
	1. Creates a Station Audit task in SMS for the location to be audited.
	Note: The training wiki in m.pad provides detailed instructions on how to create tasks and fill out the m.pad form.

Evaluating and scoring	The person conducting the station audit:

2. Works through the Station Audit form in m.pad.
3. Evaluates each requirement on the form.
4. Enters the score that best describes how well the requirement is met.
5. For any requirement scored 1 or 2, enters an explanatory comment alongside the requirement to generate the corrective action.

Note: *RD3 GD NZFS Guide to operational readiness* provides information about the scoring system used for operational readiness audits and self-assessments.

Immediate corrective action	If a requirement is scored 1, and is critical to the station's operational readiness, the person carrying out the station audit should:

6. Discuss this with the senior responsible Officer straight away.

The senior responsible Officer will:

7. Implement immediate corrective action if required.
8. Complete the appropriate SMS task.

Submitting the results	When the audit is complete, the person who conducted it:

9. Submits the completed Station Audit form in m.pad.

M.pad:

10. Saves a PDF version of the completed audit.
11. Attaches this to the SMS task and building history.
12. Creates a corrective action plan, if required.

Step 2 Corrective actions

Allocating and monitoring corrective actions	The Area Manager responsible for the station audited:

1. Allocates the corrective actions generated by m.pad to appropriate NZFS personnel
2. Monitors the allocated corrective actions to ensure they are completed.

Note: The OER also monitors corrective action plans generated by station audits.

Step 3 Re-audit

Re-auditing   The Area Manager will ensure that re-auditing occurs as follows:

For requirements scored...	**the requirement must be re-audited...**
1	within 6 months
2	within one year
3	at the next regularly scheduled audit.

Self-assessment procedure

This procedure outlines how the operational readiness standards should be used by NZFS personnel for self-assessment purposes.

Note: It is recommended that self-assessments are carried out by a group of operational personnel who have relevant knowledge, in a workshop setting. This provides an opportunity to share and exchange knowledge, as well as making the self-assessment process faster, simpler and more robust.

Step 1 Carrying out the self-assessment

Setting up	The person leading the self-assessment: 1. Creates a 3-yearly Self-assessment Task in SMS, for the location to be assessed. Note: The m.pad Training Wiki provides instructions on how to create tasks and fill out the m.pad form.
Evaluating and scoring	The self-assessment team: 2. Works through the Self-assessment form in m.pad. 3. Evaluates each requirement on the form. 4. Enters the score that best describes how well the requirement is met. 5. For any requirement scored 1 or 2, enters an explanatory comment alongside the requirement to generate the corrective action. Note: *RD3 GD NZFS Guide to operational readiness* provides information about the scoring system used for operational readiness audits and self-assessments.
Immediate corrective action	If a requirement is scored 1, and is critical to the location's operational readiness, the person leading the self-assessment should: 6. Discuss this with the manager responsible straight away. The manager will: 7. Implement immediate corrective action if required.
Submitting the results	When the self-assessment is complete, the person who led it: 8. Submits the completed Self-assessment form in m.pad. M.pad: 9. Saves a PDF version of the completed Self-assessment. 10. Attaches this to the SMS task and building history. 11. Creates a corrective action plan, if required.

Step 2 Corrective actions

Allocating and monitoring corrective actions	The manager responsible for the location audited (e.g. Area Manager, Region Manager, ComCen manager, business unit manager): 1. Allocates the corrective actions generated by m.pad to appropriate NZFS personnel 2. Monitors the allocated corrective actions to ensure they are completed.

Step 3 Re-assessment

Re-assessing	The manager responsible will ensure that re-assessment of requirements occurs as follows:

For requirements scored...	the requirement must be re-assessed...
1	within 6 months
2	within one year
3	at the next regularly scheduled audit.

Reference documents

The following documents provide information relevant to this procedure:

- *RD3 POP Operational readiness policy*
- *RD3 GD NZFS Guide to operational readiness*
- *RD3 SC Schedule of operational readiness standards*

Record of amendments

Date	Brief description of amendment
February 2013	Creation of this document to replace: • RD3-3 SOP Station operational readiness annual audit procedure June 2010 • RD3-2 SOP Operational readiness self-assessment procedure June 2010 Updating of the procedures to take into account transition of audit and self-assessment forms to the m.pad application.