



# Process Documentation Template

General Systems Auditing / 000002 / 5 Jan 2022

Complete

Failed items	0	Actions	0
Prepared on	5 Jan 2022 10:15 PST		
Prepared by	SafetyCulture Staff		
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## Defining the Process, Project Objective, Process Documentation Goal, and Focus Areas

### The Process

Conducting audits and inspections

### Project Objective

Conducting audits and inspections is vital to maintaining systems and ensures no accidents happen due to any system component malfunction.

### Process Documentation Goal

The goal of process documentation is to streamline the auditing/inspection process so that it's easier for our service technicians.

### Focus Areas

- Inspecting components critical to safety as well as core functional components
- Auditing the overall system through test runs and measurements

## Key Stakeholders, Their Responsibilities, and Contact Numbers

### Stakeholder

#### Stakeholder 1

**Stakeholder**

Glenn - Process Owner

Head of Audits and Inspections

**Responsibilities**

- Ensure complete process documentation
- Track changes to actual process execution
- Review process documentation regularly

**Contact Number**

954-828-8000

#### Stakeholder 2

**Stakeholder**

Service Technicians

**Responsibilities**

- Follow the standard operating procedures that are based on process documentation
- Notify Glenn or current Head of Audits and Inspections if major cases of process exceptions frequently occur in your area of service

**Contact Number**

954-359-1200

## Process Boundaries and Activities Included in the Scope

### Process Boundaries

Process starts when the service technician arrives onboard and ends when the audit/inspection report is reviewed and accepted by their supervisor.

### Process Activities

- Walkthrough of the vessel
- Discussions with crew members
- Applying performance tests

## Process Inputs, Steps, and Outputs

### Process Inputs

- Confirmation that the vessel is due for audit/inspection
- Assignment of service technician with the necessary skills
- Dispatch of service technician to the vessel's location

## Process Step

### Process Step 1

#### Step

Meet with the captain of the vessel

#### Visual aid

#### Description

Confirm that the vessel's systems are due for audit/inspection and that the crew members have been informed that an audit/inspection is about to occur.

### Process Step 2

#### Step

Meet with crew members

#### Visual aid

#### Description

Ask the crew members questions on the recent effectiveness of the system and if they have noticed any problems resulting from the system's components.

### Process Step 3

#### Step

Conduct a general walkthrough of the vessel

#### Visual aid



Photo 1

#### Description

Go to all areas and rooms and visually inspect all surfaces briefly.

### Process Step 4

#### Step

Check core components for breakage

**Visual aid**

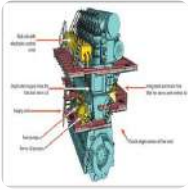


Photo 2

**Description**

If there is breakage, identify the source or root cause and address it.

**Process Step 5**

**Step**

Test core components

**Visual aid**

**Description**

Scores of these tests should be computed to result in an average score for the core components. If score is less than 60%, notify the head office that the vessel may need replacements for these core components.

**Process Outputs**

- A finalized audit/inspection report that is submitted to the client
- More efficient systems which lead to less time wasted
- Fewer cases of accidents occurring due to system malfunction

## Exceptions

### Situations that would lead to exceptions:

- Captain does not acknowledge that the vessel's system is due for audit/inspection
- The audit/inspection is interrupted by an emergency such as the arrival of a sudden storm
- The service technician does not have the necessary tools to conduct the audit correctly

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### What needs to be done when exceptions occur:

- Verify with head office again that the vessel is due for audit/inspection and contact the owner of the vessel to notify him/her/them
- Stop the audit/inspection and reschedule for another time
- Notify the supervisor so that they can request for an urgent delivery of tools to the vessel

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### Risks to manage should exceptions occur:

- Unauthorized audits/inspections
  - Incomplete audits/inspections
  - Unsatisfactory rating of the company's services
-



## Approval, Challenges, and Revision Schedule

Process Documentation approved by:



**John Stanley**  
7 Jan 2022 10:13 PST

Vessel Maintenance Director

## Challenges to the Process

### Expected:

There are different kinds of vessels and a wide variety of systems within one vessel so accommodating these differences while still being applicable to nearly all situations is difficult.

### Actual:

Difficult to verify if service technicians actually execute the process the way they describe it since supervisors are not present during each audit/inspection.

### Learnings from Challenges:

Hold monthly training sessions on the standard operating procedure for conducting audits and inspections of vessel systems

## Revision Schedule

Date process documentation was initially completed (date of approval):	7 Jan 2022
Process documentation shall be reviewed on:	4 Feb 2022
Process documentation shall be reviewed by:	Glenn - Process Owner
Contact details of person who will be reviewing the process documentation:	954-828-8000
After review, will the process documentation be automatically revised?	Yes
The person who reviewed the process documentation will also be the one to revise it?	Yes

Appendix



Photo 1

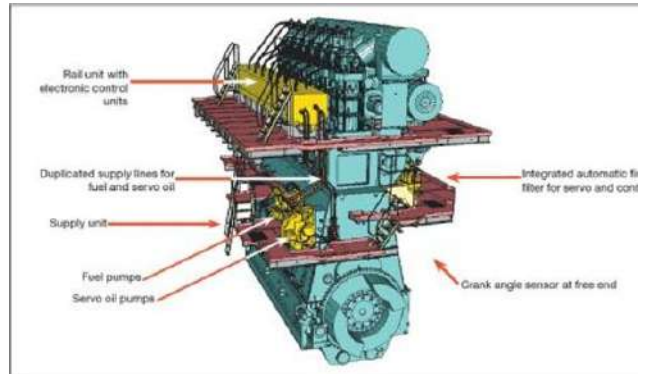


Photo 2