

IMPROVING PERFORMANCE AND EFFICIENCY

HIGHLIGHTS IN 2016

Further development and consolidation of the QMS

Enhancement of the performance reporting tool and refinement of the key performance indicators

Technical evaluation of IDC Progressive Commissioning

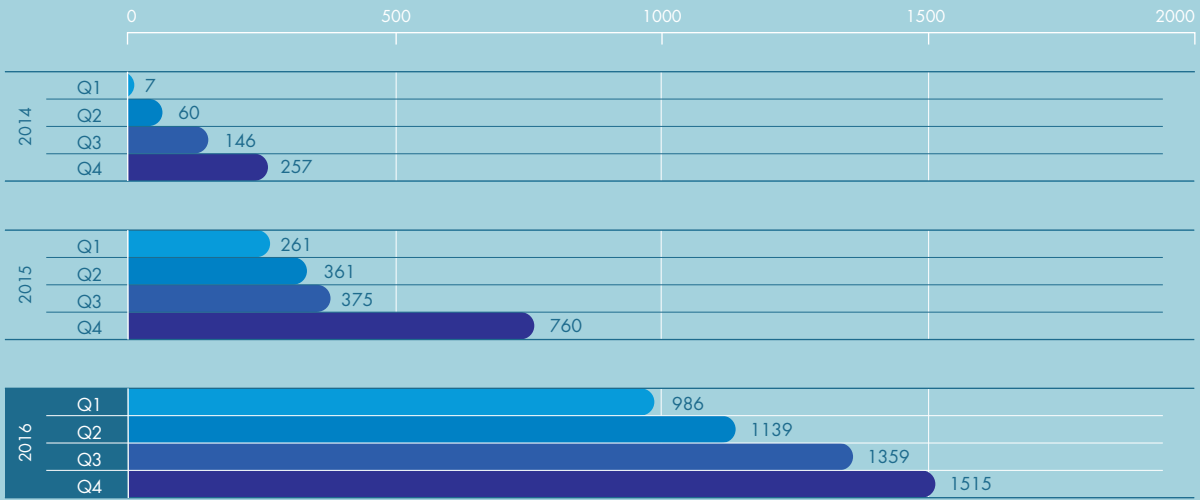


2016 Quality Management Workshop (Vienna).

At all stages of the process of establishing the Treaty verification system, the Commission aims for effectiveness, efficiency, client (i.e. States Signatories and NDCs) orientation and continual improvement through the implementation of its QMS. The implementation of the QMS is meant to ensure that work to establish the verification regime complies with the requirements of the Treaty, its Protocol and relevant Commission documents.

Establishing the QMS is a continual process towards the fulfilment of the goals and objectives set out in the Quality Policy of the Commission and, in particular, instilling a quality culture in the PTS.

QMS DOCUMENT REPOSITORY 2014–2016



QUALITY MANAGEMENT SYSTEM

To ensure continuous provision of high quality products and services, the Commission pursued further improvement of the QMS in 2016. The QMS is a living system that can be adjusted in line with the emphasis placed by the Commission on the needs of States Signatories and NDCs and on continual improvement.

The procedure for controlling and coding QMS documents was consolidated and a completely new release of

the QMS document management system was deployed. This release includes customization to facilitate the distribution of technical documentation to States Signatories through the Database of the Technical Secretariat. Progress was made in promoting the QMS and increasing staff awareness of QMS products. This incorporates a significant increase in the use of the document management system.

The Commission continued its discussions with States Signatories on the consolidation of a glossary of terms related to the QMS. A PTS-wide approach to management and sharing of

a common vocabulary is an ongoing activity associated with the development of the QMS.

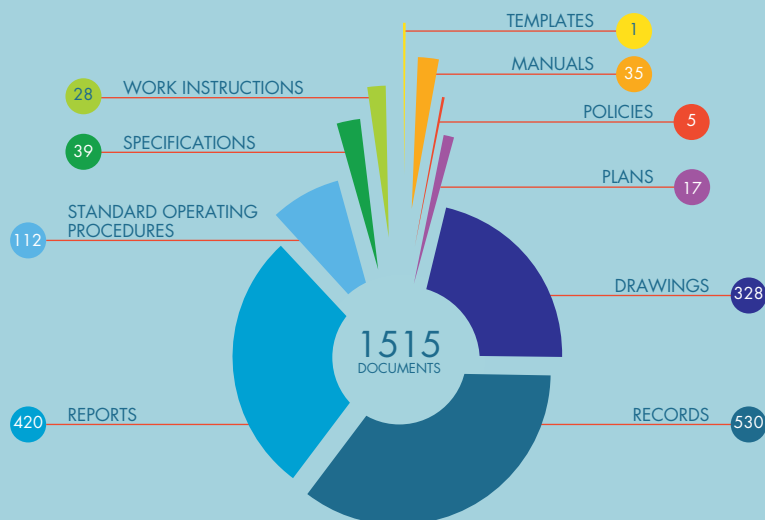
In its Quality Policy, the Commission underlines its focus on client orientation. It therefore continued to prioritize feedback from NDCs, which are the main users of its products and services. The organization encourages NDCs to provide feedback, to relay questions through the established channels and to review the implementation of recommendations during follow-up sessions in workshops.

The PTS provided an updated report on the status of the implementation of recommendations from previous NDC workshops during the 2016 NDC Workshop in Dublin on 9–13 May 2016.

To obtain feedback on the status of QMS implementation, the PTS engaged two international experts to conduct an ad hoc peer review of the QMS. The conclusions and recommendations of the peer review were discussed during the 2016 Quality Management Workshop organized by the PTS.

The 2016 Quality Management Workshop was held in Vienna on 28–30 November 2016. It aimed to review progress and gather feedback on the implementation of the QMS, to improve understanding of the QMS among its users and to ensure that the system is applied and continues to fulfil its purpose. The main topic was a high level review of the progress

NUMBER OF QMS DOCUMENTS BY CATEGORY IN 2016



and status of the QMS as a whole. Discussions included a detailed examination of key elements of the QMS, such as the Quality Policy, the Quality Manual, the verification related Process Maps Manual (key performance indicators), the Process Metrics Manual, performance monitoring tools, the inventory of procedures and the document management system. The workshop also reviewed the PTS performance monitoring and testing framework and the evaluation approach for the progressive commissioning of the verification system. The participation of the Organisation for the Prohibition of Chemical Weapons (OPCW) and the International Atomic Energy Agency (IAEA) enabled participants to share their experience in QMS implementation at their respective organizations. A total of 44 participants from 14 countries, the IAEA, the OPCW and the PTS attended the workshop.

PERFORMANCE MONITORING

The PTS continued its work to improve the performance reporting tool (PRTTool). A new version released in 2016 included seven new metrics: one radionuclide particulate product timeliness metric, three noble gas data quality metrics, two waveform data quality metrics and one waveform product timeliness metric. Documentation accompanying the new version includes revisions of the Process Metrics Manual to ensure full consistency between the definitions of the metrics and the reported information.

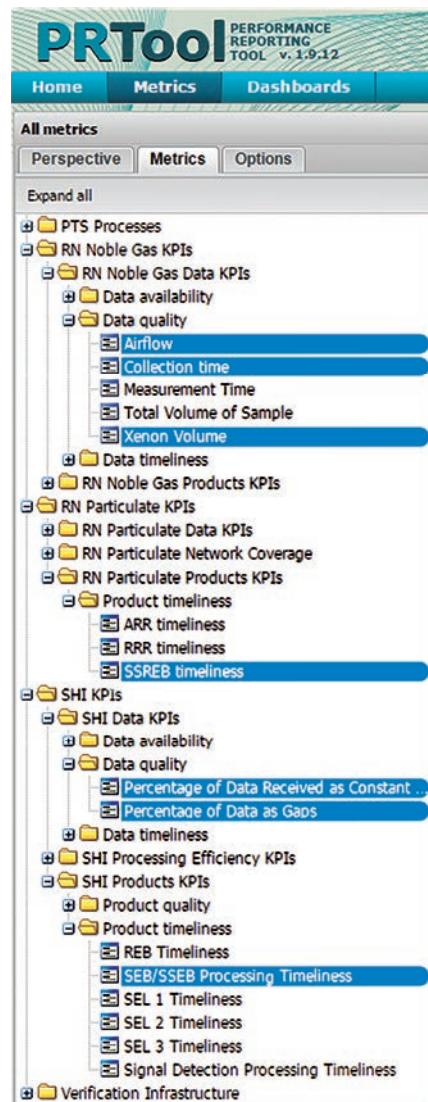
The PTS continued to use PRTTool for performance monitoring and assessment of the quality of processes, data and products related to the development and provisional operation of the verification regime.

EVALUATION

In preparation for Full Scale Experiment 1 of the IDC Progressive Commissioning Plan, the PTS updated the draft blueprint that establishes the strategic context of the evaluation to include feedback from the IDC expert meeting in June 2016. The blueprint defines the evaluation requirements and outlines the evaluation methodology. The PTS also developed an evaluation framework to guide the evaluation activities during the experiment, which was conducted on 1–14 September 2016.

Following the completion of the experiment, the PTS analysed the information collected and drafted the report on the technical evaluation.

In the fourth quarter of 2016, the Commission, jointly with the IAEA, the United Nations Industrial Development Organization and the United Nations Office on Drugs and Crime, held a coordination meeting as part of preparations for the annual United Nations Evaluation Group Evaluation Week to be held in Vienna on 15–19 May 2017. The event will provide a unique forum for members of the group to exchange information about recent activities, best practices and lessons learned.



Seven new metrics in the new version of PRTTool released in 2016.

2016 Quality Management Workshop (Vienna).



