

IMPROVING PERFORMANCE AND EFFICIENCY



HIGHLIGHTS IN 2017

Further development and consolidation of the Quality Management System

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

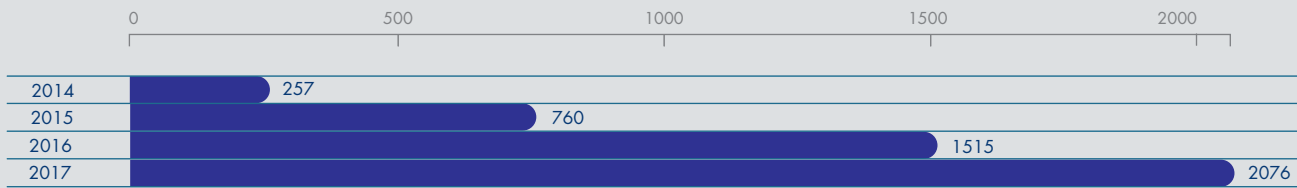
Technical evaluation of IDC Progressive Commissioning and the OSI tabletop exercise

Evaluation Week 2017 (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 2014–2017



QUALITY MANAGEMENT SYSTEM

To ensure continuous provision of high quality products and services, the Commission pursued further improvement of the QMS in 2017. 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.

Advances were made in promoting the QMS and staff awareness of the use of QMS products. The procedure for controlling and coding QMS documents was consolidated, and use of the document management system significantly increased. With more than 2000 documents filed, the QMS provides the functionality to univocally locate the latest approved versions of documentation.

The Commission continued to consolidate a glossary of terms related to the QMS. The PTS provided States Signatories with an updated Glossary of CTBT Verification Related Terms in 2017. The compilation contains all of the terms in the glossaries of the draft IMS and IDC Operational Manuals and the Model Text for the draft OSI Operational Manual. It also includes terms from glossaries in PTS Information Papers and Task Leader documents. Work on a supplement to the glossary aimed to establish a common vocabulary continued as an ongoing activity associated with the development of the QMS.

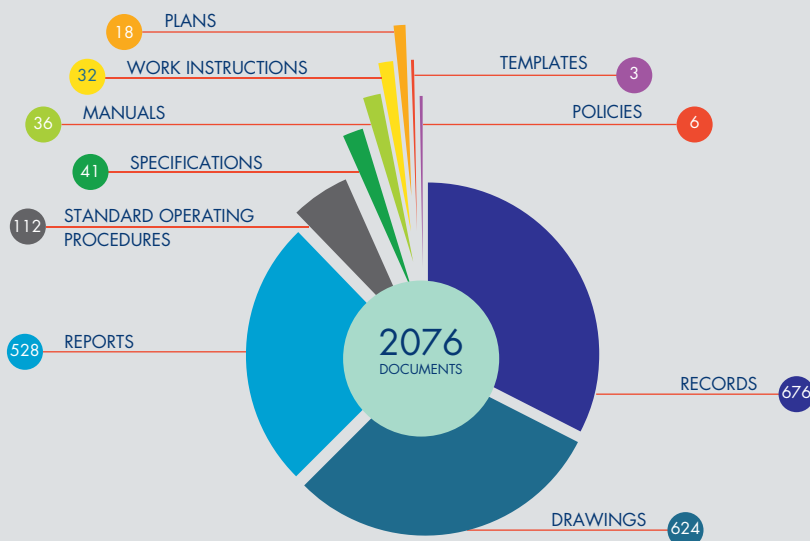
The Quality Policy of the Commission emphasizes client orientation. Therefore the Commission continued to prioritize feedback from NDCs, which are the main users of its products and services, and to encourage NDCs to relay questions through the established channels

and to review the implementation of recommendations during follow-up sessions in workshops.

The PTS continued to monitor the implementation of recommendations from NDC workshops and issued an updated report on the status of the implementation of recommendations from previous workshops, including the agreements reached during follow-up sessions.

Following the conclusion of the 2016 Quality Management Workshop organized by the PTS, the QMPM Section prepared a report on the workshop implementation, discussions, conclusions and recommendations and presented it to WGB. The workshop aimed to review progress and gather feedback on the implementation of the QMS, to improve understanding among its users, and to ensure that the system is applied and continues to fulfil its purpose.

NUMBER OF QMS DOCUMENTS BY CATEGORY IN 2017



PERFORMANCE MONITORING

The PTS continued to enhance the performance reporting tool (PRTool). The new version released in 2017 included three new metrics, on timeliness of radionuclide particulate and noble gas RRRs and REB timeliness. All three metrics were aligned with the key performance indicators set out in the Programme and Budget for 2016-2017. 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 PRTool for performance monitoring and assessment of the quality of processes, data and products related to the

development and provisional operation of the verification regime.

Work continued on the integration of the Evaluation Information Management System, which is the OSI recommendations tracking module, and the CTBTO Organizational Management Programme Achievement Status System project management tool. This includes establishment of a ‘test instance’ for training and demonstration purposes and the corresponding user manuals.

EVALUATION

The technical evaluation report on Experiment 1 of the IDC Progressive Commissioning Plan was issued. The evaluation comprised a review of performance monitoring results, a

review of related documentation, and the use of survey questionnaires, spot checks and interviews. A total of 74 recommendations were issued. The recommendations and lessons learned from the evaluation of Experiment 1 will help the IDC improve its procedures, documentation and testing capabilities.

In preparation for Experiment 2 on 18-29 September 2017, the QMPM Section developed an evaluation framework to provide an overarching instruction to the evaluation team and to set out the details for the comprehensive evaluation. Four external evaluators were involved in the evaluation of Experiment 2. The QMPM Section began analysing the information and drafting its evaluation report upon completion of the experiment.

An evaluation framework was also developed in preparation for the

evaluation of the OSI tabletop exercise on ITF, FTF and search logic held in November 2017.

The Commission hosted and co-organized the United Nations Evaluation Group event “2017 Evaluation Week” with the IAEA, the United Nations Industrial Development Organization (UNIDO) and the United Nations Office on Drugs and Crime (UNODC). Approximately 140 participants representing 52 United Nations organizations attended the event.

A joint meeting of the evaluation and internal audit functions of the Commission, the IAEA and the OPCW was held at the VIC on 27 June 2017. The meeting aimed at exchanging good practices and lessons on quality management systems and evaluation and internal audit activities.