
Lessons Learned from Deep Dive

April 2017





1. Attendance at Deep Dive Audit

To ensure the most value is gained from the Deep Dive audits

Attendance is recommended by:

- NOC Contract Manager
- Performance Manager
- All contract plan owners,
- Any others involved with the assessment of the KRA's and OPMs.

Auditors will set up a formal scene setting meeting, as well as a close out meeting to summarising the key findings.

2. Traceability and Transparency of Non-Conformances

The ability to track and record non-conformances against the various contract plans is a requirement of the contract.

Providing traceability of non-conformances (including repeat non-conformances) from identification through to closeout is required.

The measurement requirement of the KRA Guideline, for Contract Plan audits places a strong reliance on the capability of this aspect of the NOC Contractor's quality system.

A good process will draw on all review and audit sources, including formal contract plan audits, internal reviews, and lessons learned activities etc.



3. OPM Process and Defect Identification

The Maintenance Specification does permit exclusions of some preselected defects types only, from the OPM process.

NOC Contractors are encouraged to review the requirements of the Maintenance Specification, and in particular Section's 2.3.2 to 2.3.4, to understand the NZTA expectation on how the OPM audit process is to be applied.

The OPM auditing process includes a range of “hold points” where formal approval of the MCM is required, these approvals must be documented and traceable.

4. Linkage of Supporting Evidence and Information

The NOC is a self-auditing contract and the NZTA relies on the availability of relevant data and evidence from the NOC Contractor to demonstrate compliance with the Contract

Robust systems that provide strong linkages between various data sources, and the respective reporting of these data sources are vital evidence of having met the relevant KRA and OPM obligations.

This is important as it will provide confidence in the NOC Contractor's delivery, capability and compliance with the NOC Contract requirements.