



<b>EVALUATION CHECKLIST FOR APPROVAL OF ELECTRONIC SERVICES ORGANISATION (ESO)</b>
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SECTION A						
Name of ESO:				Operation Unit:		
Date of Evaluation						
Documentation		Implementation Status		CARs 171 / CATS 171 reference	Date of Evaluation	
		Adequate				
		YES	NO			
a)	Copies of ESO Manual of Procedures (MOP) received (2 hard copies)					
b)	Compliance with prescribed language					
c)	Compliance with prescribed TGM					
SECTION B						
Manual of Procedures (CAR Part 171.02.1)				Compliant		Date of Evaluation
1. Information to be contained in manual of procedure				Yes	No	
1)	<b>Corporate commitment:</b> statement containing the commitment of the accountable manager on behalf of the applicant confirming that:					
	i. the manual of procedures demonstrates the means and methods for ongoing compliance with the requirements of this part;					
	ii. the manual will be complied to at all times and is approved by the Director.					
2)	<b>Management personnel:</b> A list of the key management personnel and their positions.					
3)	<b>Duties and responsibilities of the management personnel:</b> A statement containing the duties and responsibilities of each management position mentioned in paragraph (2). For clarity, additional positions may be added.					
4)	<b>Management organisation chart:</b> The chart must show all line management positions down to supervisory level.					
5)	<b>Human resources:</b> A statement identifying the human resources employed by the organisation.					
6)	<b>General description of facilities at each address intended to be approved:</b> A description of the facilities and layout is required.					
7)	<b>Organisation's intended approved scope of work:</b> A statement of the scope of work being applied for					

<b>Comments</b>			
<b>RECOMMENDED</b>		<b>NOT RECOMMENDED</b>	
<b>SIGNATURE OF INSPECTOR: CNS</b>		<b>NAME IN BLOCK LETTERS</b>	<b>DATE OF EVALUATION</b>

8)	The quality control system which must include –	YES	NO	N/A
	a) a clear definition of the level of quality the organisation intends to achieve;			
	b) a procedure that sets out the level and frequency of the internal reviews and assessments of electronic services organisation personnel;			
	c) a procedure to record the findings and communicate them to management;			
	d) a list of responsible persons;			
	e) procedures by which other quality indicators such as facility malfunction reports, incidents, occurrences, complaints and defects are brought into the quality control system and should include the overall procedures adopted in the case of unscheduled interruptions (failures) to services provided, for –			
	i. Technical personnel call-out procedure in and out of working hours;			
	ii. A specified service recovery time which is to be the basis of the planned response to a failure;			
	iii. The process to be undertaken should it become obvious that the specified recovery time cannot be achieved;			
	iv. The planned procedure, if any, to establish an alternate service as a contingency in situations where there is a loss of service for extended periods.			
	f) procedures for the control of documents and data associated with service provision;			
	g) procedures to ensure currency in equipment related software and the on and off site safeguarding of the source software;			
	h) procedures to establish a security program that minimises the risk of unauthorized access, entry by animals, or malicious damage to a service or facilities.			
	i) procedure for initially assessing, and a procedure for maintaining, the competence of those personnel involved in planning, performing, supervising, inspecting or certifying the maintenance undertaken by the organisation.			
	j) procedures and practices that for the calibration and maintenance of test equipment used in the operation and maintenance of services and facilities.			
	k) procedures for management analysis and overview;			

	l) procedures for rectifying any deficiencies which may be found; and procedures for documenting the complete review process from the inspection to the satisfactory management review so that this is available to the Director during a safety inspection and audit.			
9)	<b>Notification procedure to the Director regarding changes in the organisation's activities/approval/location/personnel.</b> A statement indicating who is responsible for notifying the Director regarding changes, and what changes are subject to notification.			
10)	<b>Manual of procedure amendment procedures.</b> A statement regarding the responsibility and procedure for amendment of the manual of procedure, as well as the associated documents referred to in the manual of procedure.			

<b>Comments</b>			
<b>RECOMMENDED</b>		<b>NOT RECOMMENDED</b>	
<b>SIGNATURE OF INSPECTOR: QUALITY MANAGEMENT</b>		<b>NAME IN BLOCK LETTERS</b>	<b>DATE OF EVALUATION</b>