


Development Engineering Audit

Audit Committee – October 2, 2023



Agenda

- 
1. Audit Objective
 2. Scope and Methodology
 3. Audit Conclusion
 4. Management Action Plans
 5. Next Steps
 6. Questions

Audit Objective

- ▶ To evaluate the adequacy and effectiveness of the internal controls, processes and procedures in place to mitigate the business risks associated with the management and administration of the Development Engineering Department.

Audit Scope and Methodology

- Review of strategic goals, objectives, policies and procedures and management oversight
- On-site observations
- Use of technology
- Staff interviews
- The audit scope included department related activities that occurred from January 1, 2021 to March 30, 2023.

Audit Conclusion

While Development Engineering has made significant progress on several initiatives over the past number of years, further improvements will be required to ensure risks related to Development Engineering are mitigated.

Issues and Observations

The following opportunities were identified:

- 1 Collaborating with stakeholder departments to address the impacts of new legislation.
- 2 Strengthen overall governance and oversight of the department and key processes.
- 3 Leverage advances in technology to enhance business processes, records management, and online services.
- 4 Develop inspection documentation standards to ensure that inspection records are complete and reliable.

Management Action Plans

Management Action Plans

1

Collaborating with stakeholder departments to address the impacts of new legislation.

- Collaboration is to continue in working sessions with Legal and planning to fully understand efficiencies that could result in funding shortfalls and improved processes.
- Benchmarking to continue to find process improvements related to new legislation.
- Service level agreements to be adopted to help refine DE processes.

Management Action Plans

2 Strengthen overall governance and oversight of the department and key processes.

- Halogen related goal structure to be implemented with management staff.
- Ensure governance structure through regular meetings and random audits are done of all files.
- Improved processes such as SOP's, CLI-ECA Development agreement, fee calculator and standard conditions of approval.
- Flow charts and process narratives.

Management Action Plans

3 Leverage advances in technology to enhance business processes, records management, and online services.

- CRM has been launched to track and monitor customer concerns.
- DE dashboard is being expanded to track the applications and agreement status of a file.
- Satisfaction survey has been rolled out in July 2023.
- Further AMANDA opportunities and digital-field solutions are being investigated.

Management Action Plans

4 Develop inspection documentation standards to ensure that inspection records are complete and reliable.

- Standardization and migration of inspection files to SharePoint is underway.
- Exploring live digital documentation opportunities and hardware upgrades.



Next Steps

- ✓ Action plans have been developed
- ✓ Implementation is underway or completed
- ✓ Internal Audit will follow up and report on the status of these action plans



Questions?



Thank you!