

To: Edmund Ward[Edmund.Ward@ofgem.gov.uk]
From: Tasfin Ahmed
Sent: 2016-09-14T13:46:16Z
Importance: Normal
Subject: FW: Operational Procedures Update Aug'16 [OFFICIAL Internal Only]
Received: 2016-09-14T13:46:18Z
[Updated SOP List Aug 2016.xlsx](#)

FYI – I have also met with a number of the other Senior Managers and gone through the requirements for the revision of their procedures with them.

Regards,
Tasfin

From: Tasfin Ahmed
Sent: 13 September 2016 11:41
To: Paul Russell
Subject: Operational Procedures Update Aug'16 [OFFICIAL Internal Only]

Hi Paul,
Further to our discussion yesterday, please see the attached list of procedures which contains the operational areas, some of which require updating to reflect current practice.
The aim of this review is to ensure the procedures are up to date with operational activities and in a standard format.
The standard format for the procedures is given in the document control procedure below:
[Document Control Procedure](#)
If you can get a plan of when the operational procedures will be reviewed and by whom by the end of next week, that would be ideal.
The complaints and disputes procedures also needs to go into the operational area. The procedure numbers for those procedures can be changed to 150 and 151, so that they are within the operation procedure numbers.
Thanks,
Tasfin

From: Tasfin Ahmed
Sent: 02 September 2016 15:09
To: RHI Non Domestic Leadership Team
Subject: Procedures Update Aug'16 [OFFICIAL Internal Only]

List of procedures

Please find attached the current list of procedures with the date they were last reviewed in Sharepoint.
The procedures can be found in the following link: [Procedures](#)

Current Position

The procedures are divided into 6 folders:

- Governance & Assurance
- Audit & Compliance
- IT Systems Development
- Operations
- Payments
- Policy & Communications

Most of the procedures are in the correct format and are up to date with current practices.

There are a few procedures which have been duplicated into 2 or more folders and certain procedures are not in the correct format or have no procedure number.

A number of the procedures are clearly out of date with current practice and need a plan to be updated.

To ensure the current practice is always reflected in procedures, any changes should be performed straight away by the people responsible for the procedure. There is a section in the procedure which shows what the changes have been, so that a history of changes is available for traceability and audit purposes. The review of procedures, which can be done annually or every six months, would be a check to ensure the procedures are being updated on a regular basis.

Actions Required

- I have discussed the procedures with a number of Senior Managers and it is clear that a refreshment training is required.

This training would cover:

- The reason for and importance of procedures
- The format of and responsibilities of procedures
- The numbering system and document control of procedures

- I shall be going through the folders which have some duplicated/out of date procedures with the Senior Managers and agreeing a plan with them to get them updated with current practice.