
Distribution: General

Date: 11 May 2016

Original: English

Agenda Item 6

WFP/EB.A/2016/6-G/1/Add.1

Resource, Financial and Budgetary Matters

For consideration

Executive Board documents are available on WFP's Website (<http://executiveboard.wfp.org>).

Management Response to the Recommendations of the Report of the External Auditor on WFP Aviation

Introduction

1. Management welcomes the external audit of WFP's aviation operations and the External Auditor's recommendations, which will enhance WFP's capabilities to manage aviation operations in an economical, efficient and effective manner and contribute to improved compliance with procedures, guidelines and manuals.
2. Specific responses prepared by WFP's Aviation Service are presented in the attached matrix.

Focal points:

Mr C. Arroyo
Deputy Director
Supply Chain Division
tel.: 06 6513-2255

Mr E. Perdison
Chief a.i.
Aviation Service
tel.: 06 6513-3081

MANAGEMENT RESPONSE TO THE RECOMMENDATIONS OF THE REPORT OF THE EXTERNAL AUDITOR ON WFP AVIATION			
Recommendations	Action by	Management response and action taken	Implementation deadline
Recommendation 1: WFP may review the relevant provision of the Air Transport Manual (ATM) to include the payload factor instead of number of passengers in selecting the passenger aircraft.	Aviation Service (OSLA)	OSLA will revise the ATM to reflect aircraft capacity in terms of “payload” to provide a clearer interpretation of the use of contracted aircraft for passengers and for cargo.	End 2016
Recommendation 2: WFP Aviation may consider reviewing the provisions of ATM pertaining to contract management to incorporate safeguard clauses for protecting its interests when signing air charter agreements.	OSLA, Legal Office – Maritime, Transport and Insurance Law Branch (LEGM).	In coordination with LEGM, OSLA will review contracts with a view to adopting safeguard clauses to protect WFP interests without compromising the timeliness of WFP’s responses to humanitarian aviation needs.	End 2016
Recommendation 3: WFP may ensure regular review of the Quality Management System (QMS) and carry out other prescribed quality assurance (QA) reviews as a result of the regular QMS review. Similarly, the annual Aviation Field Operations Safety Assurance (AFOSA) review may be carried out as prescribed.	OSLA, Aviation Safety Unit (ASU)	The Aviation Service QMS covers guidance, monitoring and internal controls, including QA reviews. The QA review framework will be updated in the ATM as part of the corporate monitoring system. OSLA will coordinate with the ASU to ensure that AFOSA reviews are carried out according to schedules.	End 2016
Recommendation 4: WFP Aviation may ensure regular review of contracted Air Operator Certificate (AOC) holders through Carrier Contract Performance Evaluations (CCPEs) and bring out the review reports in an objective, discernible and actionable manner.	OSLA	OSLA will ensure that CCPEs are carried out according to the schedules. The CCPE form will be changed to require more information justifying the award of grades.	End 2016
Recommendation 5: WFP Aviation may review setting up of Customer Service Centres (CSCs) in field operations and ensure that the twice-yearly customer surveys are conducted regularly.	OSLA	Aviation field offices will be reassessed, and larger operations will have their own CSCs. In small-scale operations CSCs will continue to be located in booking offices. Periodic customer surveys are among the key performance indicators and captured in project reports.	September 2016
Recommendation 6: The Aviation Safety Unit (ASU) may ensure that all ASU officers attend the required training programmes.	ASU	The ASU trained all staff in core capacities, but some records of recurrence training for staff who joined WFP before 2011 could not be located. ASU will continue the training programme, and will report on it regularly.	End 2016

Acronyms Used in the Document

AFOSA	Aviation Field Operations Safety Assurance
ASU	Aviation Safety Unit
ATM	Air Transport Manual
CCPE	Carrier Contract Performance Evaluation
CSC	Customer Service Centre
LEGM	Legal Office – Maritime, Transport and Insurance Law Branch
OSLA	Aviation Service
QA	quality assurance
QMS	Quality Management System