THE PETROLEUM SAFETY AUTHORITY NORWAY'S USER **SURVEY**

User survey concerning the Petroleum Safety Authority Norway's audits [intro1]

You are now ready to start the survey.

If you do not wish to answer a question, press "Next" to continue. If you answered incorrectly or want to see the question again, press "Back".

Your answers are saved as you progress, so you can come back to the survey and continue from where you left off if you do not complete it in one go.

A progress bar below the questions shows how far you have come in the survey.

Press "Next" to start the survey. Thank you for participating.

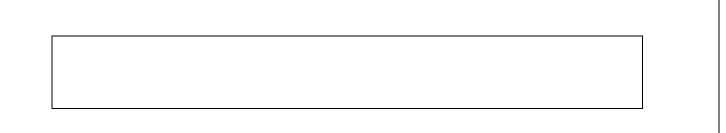
Notification letter and preliminary dialogue [q1]

How much do you agree or disagree w	low much do you agree or disagree with the following statements?									
			Neither							
	Strongly		agree nor		Strongly	Not				
	agree	Agree	disagree	Disagree	disagree	relevant				
Dialogue with the Petroleum										
Safety Authority Norway in	Q	O	\circ	0	\cap	\cap				
advance of the audit was			0		9					
appropriate										
The content of the notification	Q	O	Q	0	0	\cap				
letter was easy to understand	9					•				
The notification letter was clear										
about the topic and scope of the	0	0	0	0	O	0				
forthcoming audit										
The letter provided us with										
sufficient information for making	O	0	0	0	O	0				
our own preparations										
The Petroleum Safety Authority										
Norway's request for	O	0	0	0	O	0				
documentation was relevant										
The volume of documentation	0	0	0	0	0	\mathbf{O}				
requested was reasonable										

[If you have any negative response(s) to the preceding questions]

You have disagreed with one or more of the statements about the notification letter and preliminary dialogue. To assist the PSA in its improvement work, please give the reasons for your response(s) and describe how the PSA could improve. [q1_txt]

If you have any [other] input on the notification letter and preliminary dialogue, please elaborate in the text box below: [q1_txt_2]



Performance of the audit [q2]

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
The kick-off meeting was a useful introduction to the audit	О	0	Ο	О	0	О
The audit was carried out within the framework of the notification letter	0	0	О	0	0	0
The interviews were conducted in a satisfactory manner	О	0	0	Ο	0	О
Requests for additional documentation during and after the audit were appropriate	0	0	О	0	0	О
The resources we had to devote to the audit were reasonable	О	0	О	0	0	О

How much do you agree or disagree with the following statements?

[If you had any negative response(s) to the preceding questions]

You have disagreed with one or more of the statements about the performance of the audit. To assist the PSA in its improvement work, please give the reasons for your response(s) and describe how the PSA could improve. [q2_txt]

If you have any [other] input on the performance of the audit, please elaborate in the text box below: **[q2_txt_2]**

Summary meeting [q3]

How much do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Sufficient time was allocated to the summary meeting	0	0	0	0	0	0
The PSA presented its observations in a clear and understandable manner	О	0	0	0	0	0
There was ample opportunity to clarify misunderstandings and factual matters	О	0	О	О	О	О

[If you had any negative response(s) to the preceding questions]

You have disagreed with one or more of the statements about the summary meeting. To assist the PSA in its improvement work, please give the reasons for your response (s) and describe how the PSA could improve. **[q3_txt]**

If you have any [other] input on the summary meeting, please elaborate in the text box below: [q3_txt_3]

Audit report [q4]

How much do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
The report was easy to read and understand	0	0	0	0	0	О
The report correlated with the observations presented in the summary meeting	0	0	0	0	0	О
The audit report provides a good starting point for learning and improvement work in our own organisation	О	0	0	О	O	О

[If you have any negative response(s) to the preceding questions]

You have disagreed with one or more of the statements about the audit report. To assist the PSA in its improvement work, please give the reasons your for response and describe how the PSA could improve. **[q4_txt]**

If you have any [other] input on the audit report, please elaborate in the text box below: [q4_txt_2]

Have you provided feedback on factual errors in the report? [q4faktafeil]

O Yes O No

[If "Yes" to q4factualerrors] How much do you agree or disagree with the following statement? [q4faktafeil2]

Factual errors discovered in the report were properly addressed

- **O** Strongly agree
- O Agree
- **O** Neither agree nor disagree
- **O** Disagree
- **O** Strongly disagree

[If you gave a negative response to the preceding question]

You disagree that factual errors in the report were properly addressed. To assist the PSA in its improvement work, please give the reasons for your response and describe how the PSA could improve. [q4faktafeil_txt]

If you have any [other] input on the way the PSA addressed factual errors in the report, please provide them in the text box below: **[q4faktafeil_txt_2]**

Use of reactions [q7]

In the following, we ask some questions about the PSA's use of reactions in this audit.

Did any of the following occur in the audit?

Check all that apply

- One or more orders/notices of an order were issued
- One or more nonconformities were identified
- One or more improvement points were observed

O No nonconformities or improvement points were identified and no orders/notices of an order were issued during this audit

[If you checked "One or more orders/notices of an order were issued" in q7]

To what extent do you consider the use of orders/notices of an order to be ... [q8pl]

If the audit led to several orders being issued, please provide an overall assessment.

	To a very great	To a great	To some	To a small	To a very small
	extent	extent	extent	extent	extent
Reasonable	0	0	0	0	Ο
Well justified	0	0	0	0	0
Consistent with previous practice	0	0	0	0	0

[If you checked "One or more nonconformities were identified" in q7]

To what extent do you consider the use of nonconformities to be ... [q8av]

	To a very great	To a great	To some	To a small	To a very small
	extent	extent	extent	extent	extent
Reasonable	Ο	Ο	Ο	0	Ο
Well justified	Ο	Ο	Ο	0	Ο
Consistent with previous practice	О	0	•	0	0

If the audit led to several nonconformities being identified, please provide an overall assessment.

[If you checked "One or more improvement points were observed" in q7] To what extent do you consider the use of improvement points to be ... [q8fp]

If the audit led to several improvement points being observed, please provide an overall assessment.

	To a very great extent	To a great extent	To some extent	To a small extent	To a very small extent
Reasonable	Ο	Ο	Ο	Ο	Ο
Well justified	Ο	Ο	Ο	Ο	Ο
Consistent with previous practice	0	0	0	0	0

[If you responded "To a small extent/To a very small extent" in q8pl, q8av or q8fp]

You have responded "To a small extent/To a very small extent" for at least one of the preceding questions. To assist the PSA in its improvement work, please give the reasons for your response(s) and describe how the PSA could improve. [q8_txt]

Do you have any [other] comments on the PSA's use of reactions in this audit? [q8_txt_2]

Your interactions with the PSA [q5]

We would now ask you to evaluate your interactions with the PSA in this audit.

	Very		Neither good		Very
	good	Good	nor poor	Poor	poor
How would you assess the dialogue you have had with the PSA?	0	0	0	0	0
How would you assess the PSA's insight into the part of your business which was audited?	0	0	0	Ο	0
How would you assess the PSA's insight into your organisation and work processes?	0	0	Ο	Ο	0
What was your perception of the PSA's expertise?	0	Ο	0	Ο	0

[If you have any negative response(s) to the preceding questions]

You have indicated that you are dissatisfied with aspects of your interactions with the PSA in this audit. To assist the PSA in its improvement work, please give the reasons on your response(s) and describe how the PSA could improve. [q5_txt]

If you have any [other] input on your interactions with the PSA, please elaborate in the text box below: **[q5_txt_2]**

The effect of the audit [q6]

The next questions concern the effect of this audit.

	To a very great extent	To a great extent	To some extent	To a small extent	Not at all
To what extent has this audit provided you with new or enhanced knowledge?	Q	0	0	0	0
To what extent has the audit raised awareness in your company about the topic in question?	0	0	О	0	О
To what extent has the audit provided a sound basis for implementing measures?	O	О	0	О	О

[If you have any negative response(s) to the preceding questions]

You have indicated that this audit has had a limited effect in providing new or enhanced knowledge, raising awareness in the company about the topic in question or providing a basis for implementing measures. To assist the PSA in its improvement work, please elaborate on your response. **[q6_txt]**

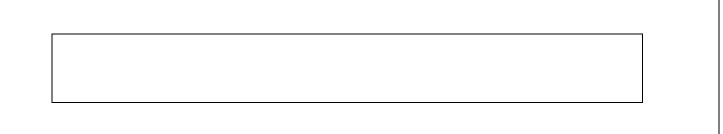
If you have any [other] input on the outcome of the audit, please elaborate in more detail in the text box below: **[q6_txt_2]**

To what extent did the PSA come across as a strong and clear supervisory authority in this audit? [q9]

- **O** To a very great extent
- **O** To a great extent
- **O** To some extent
- **O** To a small extent
- **O** To a very small extent

O Don't know

We would be grateful to know the reasons for your answer. [q9txt]



Concluding comments

Finally: do you have any general comments about what could be improved or what worked well in the audit covered by this survey?