

# 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 with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant
Dialogue with the Petroleum Safety Authority Norway in advance of the audit was appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The content of the notification letter was easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The notification letter was clear about the topic and scope of the forthcoming audit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The letter provided us with sufficient information for making our own preparations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Petroleum Safety Authority Norway's request for documentation was relevant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volume of documentation requested was reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[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]**

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

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

*[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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The PSA presented its observations in a clear and understandable manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There was ample opportunity to clarify misunderstandings and factual matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The report correlated with the observations presented in the summary meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The audit report provides a good starting point for learning and improvement work in our own organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[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]**

- ☐ Yes  
☐ 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

- ☐ Strongly agree  
☐ Agree  
☐ Neither agree nor disagree  
☐ Disagree  
☐ 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  
☐ 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 extent	To a great extent	To some extent	To a small extent	To a very small extent
Reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Well justified	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistent with previous practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

*If the audit led to several nonconformities being identified, 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Well justified	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistent with previous practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Well justified	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistent with previous practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[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 good	Good	Neither good nor poor	Poor	Very poor
How would you assess the dialogue you have had with the PSA?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you assess the PSA's insight into the part of your business which was audited?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you assess the PSA's insight into your organisation and work processes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What was your perception of the PSA's expertise?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent has the audit raised awareness in your company about the topic in question?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent has the audit provided a sound basis for implementing measures?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[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]**

- ☐ To a very great extent
- ☐ To a great extent
- ☐ To some extent
- ☐ To a small extent
- ☐ To a very small extent
  
- ☐ 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?