

Connect Plus

Section 8: Scoring an audit

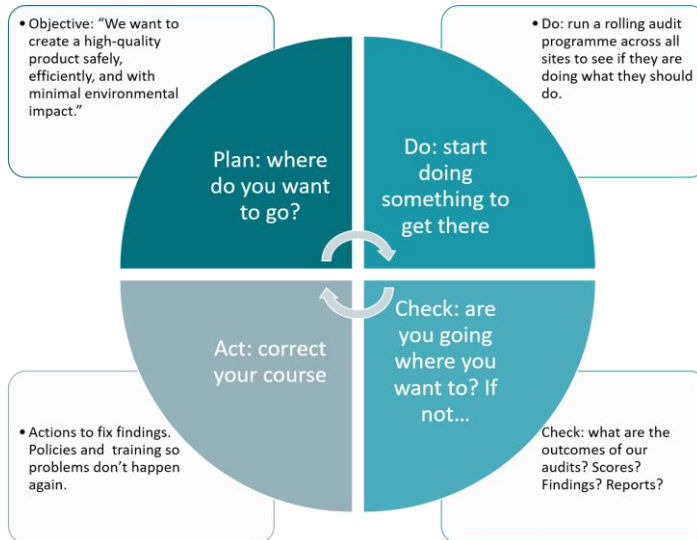
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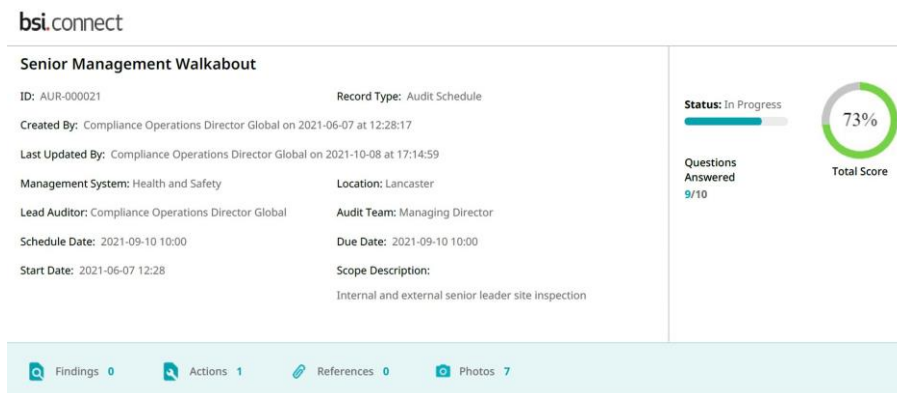
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8.1) Scoring audits rationale

Evaluating or scoring the outcomes of an audit forms part of the 'Plan, Do, Check, Act' cycle.



Whether your checklist mirrors a management system, an ISO standard, or is a simple audit with only a few questions in it, it can be scored for compliance. The whole audit, any sub-sections, and the questions within can be allocated a score (or pass mark). The score setup drives the audit overview which can be seen in the audit preview report [Fig.1].

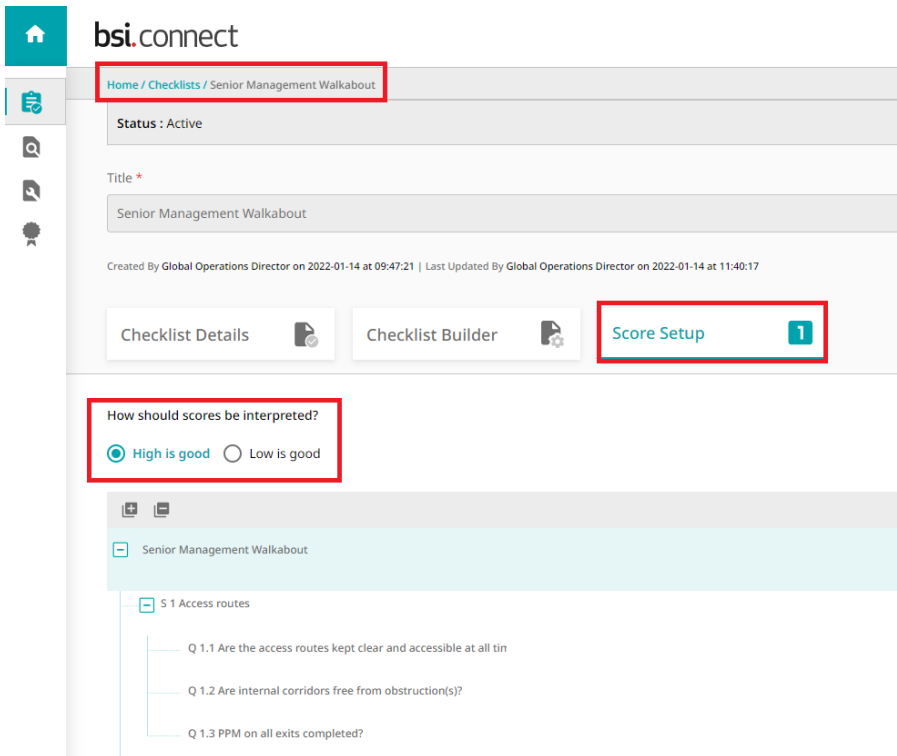


[Fig.1]

8.2) 'High is good' vs 'low is good'

Audit checklists are normally configured so that the higher the score the better (e.g., 'how many things have you done right or have gone well?'). However, it is possible to configure a checklist so that low is good (e.g., 'how many accidents have occurred?'). Therefore, when creating your checklists, it is important to remember how the question is worded to make sure scoring is consistent. For example, note the difference between the questions 'are the fire exits clear?' and 'are any fire exists blocked?'.

You can select the interpretation of scoring for an individual checklist from the score setup tab during checklist creation [Fig.2].

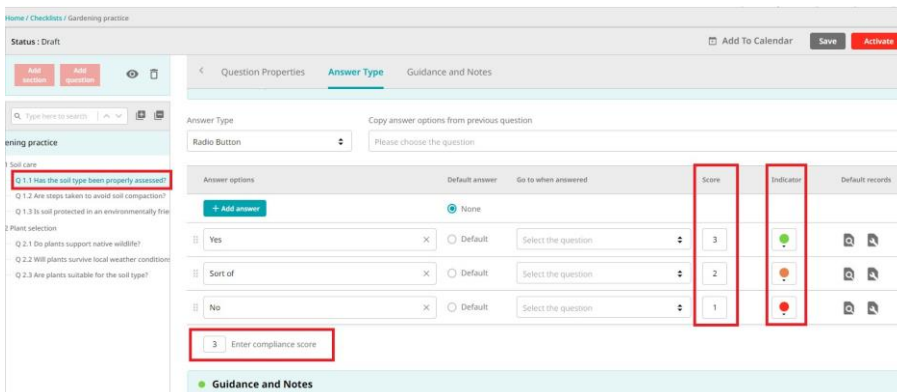


[Fig.2]

8.3) Scoring answer types

When creating a checklist question, there are several answer types (click [here](#) for more details). And the question may have several possible answers (yes, no, rarely compliant, mostly compliant, etc.). You can score each possible answer and set compliance boundaries. You can also set colours based on a traffic light system of red, amber, green.

Below is an example of how you might set up the scores for each question in the checklist builder [Fig.3]:



[Fig. 3]

In the example in Figure 3, the compliant answer is 'yes'. Its indicator has been set to green, and it has been given the highest score of 3 points. Since it is the only compliant answer, the compliance score below has been set to 3. If the answer scoring 2 points ('sort of') were also compliant, the

compliance score could have been also lowered to 2. The remaining answers were scored in the same way, descending from three to one point.

8.4) Score setup

Once each question has been scored, go to the score setup tab.

You can then set compliance boundaries for each section and the audit total. See an example with full scoring setup below [Fig.4].

	Maximum score	Compliance score	Compliance %	Minimum compliance	Minimum compliance %	
Gardening practice	4	18	100%	15	83%	
S 1 Soil care	9	9	100%	8	89%	
Q 1.1 Has the soil type been properly assessed?	3	3		2		
Q 1.2 Are steps taken to avoid soil compaction?	3	3		2		
Q 1.3 Is soil protected in an environmentally friendly manner,	3	3		2		
S 2 Plant selection	9	2	9	100%	8	89%
Q 2.1 Do plants support native wildlife?	3	3		2		
Q 2.2 Will plants survive local weather conditions without any	3	3		2		
Q 2.3 Are plants suitable for the soil type?	3	3		2		

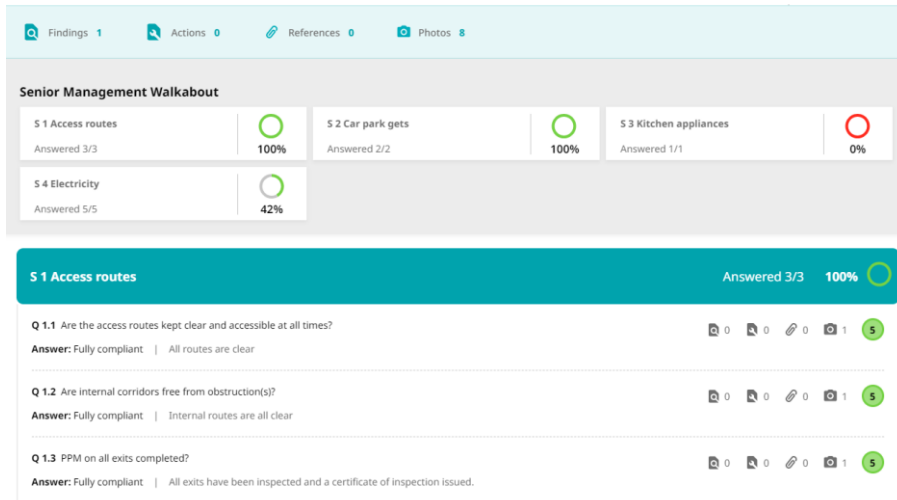
[Fig.4]

In Figure 4, each section [1], is scored individually. Enter a compliance score [2] which, if reached, will make the section green. Then enter a minimum compliance score (orange) for the section. Once you have entered compliance scores for each section, complete the checklist compliance and minimum compliance score boxes [3].

Note that minimum compliance scores must be less than or equal to the compliance score for the section. Also, the compliance score must be less than or equal to the maximum score [4] for the section and checklist.

8.5) Audit preview report

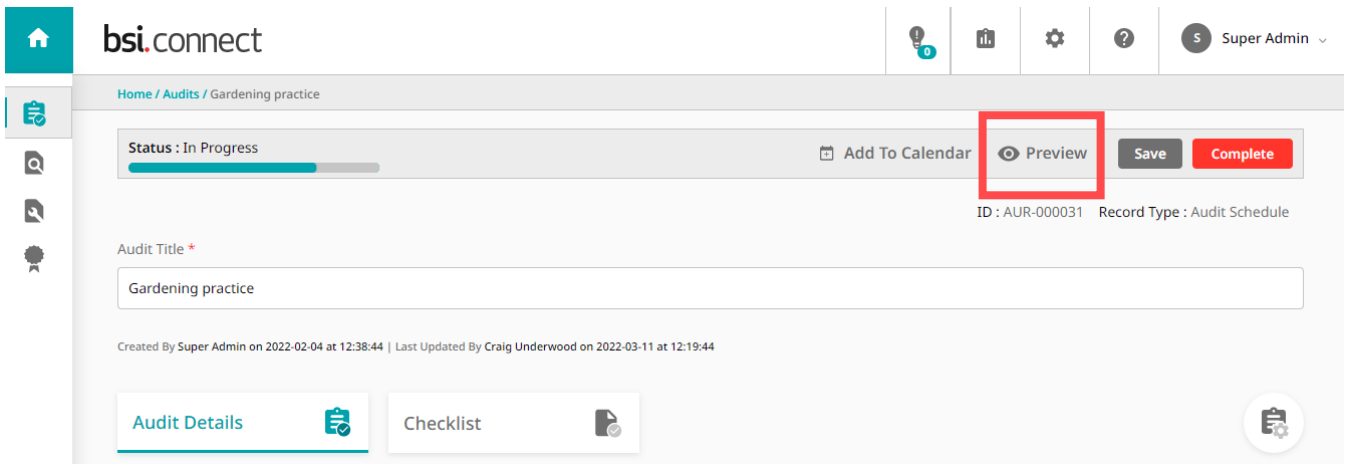
The score and compliance status for the audit, its sections and each question can then be seen at a glance on the audit preview report.



[Fig.5]

The web version of the audit preview [Fig.5] is interactive, such that you can click on links to associated findings, actions, photographs and any other uploaded files which might act as supporting evidence. The report can also be exported to PDF as required.

Access the audit preview from the audit page. Select 'preview' from the top menu [Fig.6].



[Fig.6]