









New Draft Documents proposed:

- New PCI Information tracker;
- New PCI;
- New CPP approval sheet;
- Standardised CPP approval email;
- New H&S File format for where there is no Client specific/approved format/template.

New processes:

- Establishment of an internal QA process;

Changes needed:

- Greater team work (both internally and better with external stakeholders);
- Better communication;
- More rigid reporting structure and chains of communication, including responsibilities and overlaps generally;
- More transparent resource requirements (existing diaries). Justification if needed and transparency to the business.