Maximizing Impact Density

OECD Auditors Alliance
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Auditing from the citizen’s perspective

• Managing money: asking service providers to carry the government’s funding risk (Fall 2017, Report 3)
• Padding results: measuring call centre response times but not blocked calls (Fall 2017, Report 2)
• Paying attention to only part of the issue: tracking detentions but not holds on export shipments (Fall 2015, Report 2)
• No service standards: access to mental health services for policemen not easy or timely (Spring 2017, Report 4)
Analyzing data to report results

- Using proxies, even when they are not perfect: using occurrence reporting to measure illegal border crossing (November 2013, report 5)
- Asking clients: targeting a survey to exporters from shipment detention data (Fall 2015, report 2)
- Using entity data in ways they haven’t thought of: discovering hundreds of thousands of vehicles crossing the border with no-one inside (Spring 2017, Report 3)
- Using new tools: exploring text mining
Reporting clearly

• Relatively short audit reports, using plain language

• Report messages, that is audit conclusions and results combined with an explanation of their impact

• Engage with Parliament, through the Public Accounts Committee
For more information

www.oag-bvg.gc.ca