



# Standards – Error Reporting

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PASA 

## Standard:

### 2.3 Error Reporting

PASA expects a systematic approach is taken to defining, identifying, measuring and taking corrective action on errors within the administration processes and outcomes.

## Rationale:

Everyone involved in administration has a right to expect administrators will produce accurate information. Members of arrangements rely and make important decisions based on the information appointed administrators provide.

## General Principles:

The objective for each appointed administrator should be a zero error rate. In practice though, mistakes do happen. What's important is each appointed administrator measures and reports error rates and does something about correcting both the error and the root cause of the error.

Error management and reporting needs to support work undertaken in all environments, both office-based and remote.

PASA will look for evidence appointed administrators have some measurement and reporting in place which is consistent with the published guidelines.

## Outcomes:

- An accepted framework for defining and measuring errors
- The ability to demonstrate the error framework is identifying errors and these are being detected before they leave the appointed administrator
- Errors are spotted early and rectified appropriately
- Errors and complaints are handled with care and deliver a satisfactory outcome
- Root cause analysis is utilised to mitigate the risk of repeating errors, providing for more robust and accurate output and informing/improving processes. The resulting learning points for all parties are recorded and acted upon

- Management of error data with a view to consistent lowering

### **Measures/Evidence:**

Appointed administrators will be expected to demonstrate:

- They actively identify and measure errors
- They identify different types of errors to understand any consequent action, such as a training need
- Error rates are reported to the governing bodies<sup>1</sup>
- Remedial action is specified and acted upon in relation to systemic errors

### **Accreditation Approach:**

**For TPAs, in-house teams, Master Trusts and Annuity Providers:**

- **The accreditation team will:**
  - **Understand, through interviews and reviewing documentation, how errors are defined, identified and measured**
  - **Look for evidence results are reported to the Governing Bodies**
  - **Look for evidence systematic errors are identified and corrective and preventative actions implemented**

### **Timelines:**

PASA expects applicants for accreditation to demonstrate:

- They have a process for identifying and recording errors
- They have reported the results as outlined above
- They have acted on the resulting data, as outlined above

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<sup>1</sup> Governing Bodies should include, as appropriate, Trustees, Trustee Boards, Governance Committees and Boards and others charged with the oversight of the administration service delivery



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