

# PASA Standards

Error Reporting  
October 2021

## Guidance and Examples

### 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 administrators provide.

### General Principles:

The objective for each administrator should be a zero error rate. In practice though, mistakes do happen. What is important is each 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 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 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; resulting learning points for all parties are recorded and acted upon
- Consistent lowering of error rates

### Measures/Evidence

Administrators will be expected to demonstrate:

- They actively identify and measure errors
- 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 the 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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