



OBJECTIVE

Turn an incident, audit or review into a concrete action plan: **identify root causes, define corrective and improvement actions, prioritize them (Effort × Impact)** and organize follow-up through to closure.

1 🔍 CONTEXT & ROOT CAUSE

AGENT IN SCOPE

PERIOD COVERED

TRIGGER (INCIDENT / AUDIT / REVIEW)

DESCRIPTION OF THE TRIGGER

ROOT CAUSE IDENTIFIED

2 🔑 CORRECTIVE ACTIONS IDENTIFIED

ACTION	OWNER	DEADLINE	SUCCESS CRITERION	STATUS

● Done

● In progress

● To do

● Blocked

· escalation required



3

CONTINUOUS IMPROVEMENT ACTIONS

INITIATIVE	EXPECTED BENEFIT	OWNER	DEADLINE

4

PRIORITIZATION · EFFORT × IMPACT MATRIX

IMPACT →

QUICK WINS

High impact · Low effort

MAJOR PROJECTS

High impact · High effort

IF TIME PERMITS

Low impact · Low effort

AVOID

Low impact · High effort

EFFORT →

TOP 3 PRIORITIES

High impact, reasonable effort.

1

2

3



5 FOLLOW-UP & EVALUATION

REVIEW FREQUENCY

NEXT REVIEW SCHEDULED

FOLLOW-UP OWNER

TRACKING INDICATORS

6 VALIDATION

ACTION PLAN OWNER

DDAO (DELEGATED DECISION
AGENT OFFICER)

DATE

✓ BEST PRACTICES

- ✓ SMART actions: a single owner, a clear deadline
- ✓ Measurable success criterion for every action
- ✓ Address the root cause, not just the symptom
- ✓ Regular reviews until complete closure

⚠ WATCH POINTS

- ! An action without deadline or owner is a dead action
- ! Too many simultaneous actions: prioritize
- ! Fixing the symptom without the root cause
- ! No follow-up means no real improvement

Next: log closed actions in the **ACF-09** register, adjust supervision with **ACF-06**, and revise the **ACF-13 mandate** if thresholds or scope have changed.