

MAC Member and TSM Subscriber TSM Reporting Requirements – Updated March 2024

Purpose

In March 2024, the TSM reporting and verification process was updated to require verifiers to report any outstanding gaps for a facility to reach Level A in each performance indicator of the TSM protocols. The new requirement also includes an obligation for each facility to submit to MAC an action plan to address those gaps, to be published as part of their corporate performance report on the TSM webpage. This document outlines expectations for the implementation of these new requirements.

Verification Requirement to Identify Gaps to Level A

Changes to Section 3.3.1 of the Verification Guide under the heading *Criteria Missing to Achieve Level A* require verifiers to *clearly disclose any Level A criteria that the facility does not yet meet*. Implementation of this new expectation means that, for each performance indicator, alongside a summary of findings and examples of evidence used to confirm performance, a verifier must specify any criteria not met at either Level B or Level A. When the verifier returns to the facility for the next verification, or when a new verifier conducts the next verification, the results of the previous action plan and facility updates to that plan should contribute to the development of the verification plan.

Under MAC's TSM Membership Commitment, facilities are required to demonstrate continuous improvement. Where continuous improvement in one or more protocols cannot be demonstrated, the TSM Corrective Action Process may be triggered to help return the facility to conformance with the Membership Commitment. MAC routinely reviews annual reports to determine whether member facilities are demonstrating continuous improvement. A lack of progress may result in the initiation of MAC's [Corrective Action Process](#).

Facility-Level Action Plans to Address Gaps to Level A

As per the changes to 3.3.1 of the Verification Guide on *Criteria Missing to Achieve Level A*, after the verification process is complete and gaps to reach Level A have been identified and documented, the facility is required to develop a brief action plan specifying how they intend to address each identified gap. This action plan is to be submitted to MAC and published in the TSM performance report for the company in question.

Annually, in the two years between verification cycles, TSM facilities are required to conduct self-assessments to demonstrate progress made against each indicator in each TSM Protocol. The results of these self-assessments are reported to MAC and are published on the MAC TSM webpage, clearly labelled as self-assessed scores. In conjunction with this reporting obligation, facilities are now required to provide an update to the action plan in their annual TSM performance report. After two years, when the verification cycle starts again, the cycle repeats and a new action plan is developed based on the outcomes of the next verification process.