WORKSHEET 4.7

Findings, and the Correction That Has to Change a Number

Subchapter 4.7 · case in the book: Ljubljana

Take the last nonconformity your property closed and ask what the closure consisted of. If it consisted of a revised procedure, a briefing and an attendance sheet, ask a second question: what in the building is different today because of it, and who outside the property could see the difference. Where the honest answer is nothing and nobody, the finding was not closed. It was answered.

This worksheet turns the tools of the subchapter into a form you can fill in. The texts come from the book; the empty columns are for your own property. Adapt it before use: an unadapted checklist is exactly what the book warns against.

Practical application: what to do in your property

Step (from the book)	Done?	What we found / owner
Answer every finding in four parts, with four headings, correction first.		
Perform the correction before writing the response, and record the state before and after.		
Ask why this was the reasonable thing to do, until the answer stops naming a person.		
Ask the same question of the other significant energy uses the same week.		
State the evidence of effectiveness with a method and a date, even when the season has not passed.		
Prefer a measurement where the breach is visible in consumption; prefer a document where it is not.		
As auditor, write three lines (requirement, evidence, statement) and no remedy.		
Say in the closing meeting which kind of evidence the breached requirement supports.		
Read the event log of your largest plant controller once a month.		

These steps are the book's method, not requirements of ISO 50001. Evidence can take whatever form suits the property; a separate document is needed only where an applicable requirement, or the property's own system, makes it necessary.

Verification Pact: what is believed, tested against the standard

What is commonly believed	What actually holds	Our position
«We have retrained the staff.»	Training is the action for a cause of not knowing. Here somebody knew and chose, and the same pressure will produce the same choice next winter.	

What is commonly believed	What actually holds	Our position
«The procedure has been revised.»	And the plant? A finding raised on what the plant was doing is not answered by what the binder now says.	
«The root cause was human error.»	That is where the analysis stopped, not where it arrived. Why was this the reasonable thing to do that morning?	
«We cannot show the effect within three months.»	Then state the method and the date now, send the correction and the cause, and have the effectiveness verified at the next visit.	
«It was only one setting.»	It was the setting that governs the largest energy use in the building, for two heating seasons, unnoticed by the monitoring that exists to notice it.	
«The auditor is asking for more than the standard requires.»	Sometimes true and always worth asking. Which requirement does the evidence bear on? If nobody can name one, the request should be withdrawn.	
«Can the grading be reduced? The certificate is needed by the quarter end.»	It can be reviewed on evidence, and evidence is welcome. It cannot be traded, and a grading that moves for a deadline devalues every certificate in the scheme.	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Offering retraining as the correction where a competent person knew and chose.		
Collapsing the four parts of a response into a single persuasive paragraph.		
Stopping the cause analysis at human error, or at staff not being aware.		
Writing the response before performing the correction.		
Answering a physical finding with a revised procedure and a checklist.		
Demanding a measured effect where the requirement breached is documentary.		
Marking an action closed on the day it was completed, and calling that effectiveness.		
Letting the response window run out rather than stating a method and a date.		
Proposing the remedy in the finding, and so deciding the cause without investigating it.		

Operative synthesis

- **A nonconformity is a statement about a requirement and the evidence found against it, and it has four parts to its answer. The correction, performed and dated, which fixes the thing itself. The cause, which answers why this was the reasonable thing to do on the day it was done. The corrective action, which removes what the cause names and extends to wherever the same reason lives. And the evidence of effectiveness, which is something observable over a later period that would not have been observable before.**
- **Of the four, the cause is where responses fail, because the honest answer is organisational and the comfortable answer is a person. Staff not aware is the cause that can only be trained, which is why it is chosen, and the action built on it meets the same pressure in the next cold week and loses.**
- **What is particular to this standard is that effectiveness can usually be measured. The system exists to move a number, the instruments are already paid for, and for any finding whose breach is visible in consumption a measurement is available at the cost of asking for it. Where the requirement breached is documentary or organisational, a document is the proper answer and a number would be theatre. The test is never whether something moved; it is whether the evidence bears on the requirement that was breached.**
- **The rest is procedure and discipline. Grading comes from the evidence, is reviewable on evidence, and is not tradeable against a deadline. Closure is the body's decision and not the property's claim, which is why a response should be written to be checked rather than to persuade. And the finding is three lines (requirement, evidence, statement) because an auditor who supplies the remedy has decided the cause without investigating it, and the property will adopt it anyway, on the auditor's authority.**
- **The certificate in Ljubljana was issued eleven days before the deadline, on a response shorter than the one rejected before it. It now hangs in a frame near the lift, and it says rather less than most of the people who walk past it believe. The next subchapter takes it off the wall and reads it: what has actually been certified, within what boundary, in what scope and at what moment, and why almost every misuse of the mark begins with a sentence that sounds modest and is not.**

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 4b «The Lens», subchapter 4.7. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 50001, ISO 50003 or ISO/IEC 17021-1. It is not legal advice: energy law is that of the place where the property operates.