

# NATIONAL HIGHWAY AUTHORITY (NHA)

## QUALITY ASSURANCE CELL

Checklist for Internal QMS Audit  
DOC#NHA/QAC/F-07 REV#00



Name of Sec/Cell/Office/Unit being audited		Director (Land) Pb-North			
Name of Internal QMS Auditor	Shahid Hussain	Name of Head/Incharge of the office (Auditee)		Mr. Muhammad Waseem	
Audit Date	01/11/2023	No. of Major NC	0	No. of Minor NC	6

### PART-1

#### (MANDATORY ISO DOCUMENTS APPLICABLE FOR ALL OFFICES)

Sr.#	Description	Status	Remarks
<b>A</b>	<b>Identification of office files/record (NHA Admn Manual Chapter 09, Clause 7.1.3, 7.1.4 and 7.5 of ISO 9001:2015)</b>		
<b>A-2</b>	Are all columns of Diary and dispatch Registers, employee Medical books etc filled? (where applicable) In case of no, Minor NC	Yes	
<b>B</b>	<b>Functions (NHA Admn Manual Chapter 09, Clause 4.4.1 of ISO 9001:2015)</b>		
<b>B-2</b>	Is the list of functions prepared on the ISO format? In case of no, Minor NC	Yes	
<b>B-3</b>	Are the functions correspond to the actual assigned tasks? In case of no, Minor NC	Yes	
<b>B-4</b>	Do the list have proper ISO number on it? In case of no, Minor NC	Yes	
<b>B-5</b>	Is the list of ?Functions? being prepared, reviewed, and approved by concerned DD, concerned GM, and concerned Member respectively with name, designation, and signature of these officers? In case of no, Minor NC	No	
<b>B-6</b>	Do the list has date of ?issue? on it? In case of no, Minor NC	Yes	
<b>C</b>	<b>Organization Chart (NHA Admn Manual Chapter 09, Clause 5.3 of ISO 9001:2015)</b>		

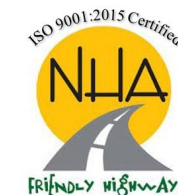
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Sr.#	Description	Status	Remarks
C-1	Is the organization chart available? In case of no, Major NC	Yes	
C-2	Is the organization chart, prepared on the ISO format? In case of no, Minor NC	Yes	
C-3	Is the organization chart depicting all existing designation Insert into TBL_ISO_AUDIT_CL of all officers/staff posted in the office? In case of no, Minor NC	Yes	
C-5	Is the ?Organization Chart? being prepared, reviewed, and approved by concerned DD, concerned GM, and concerned Member respectively with name, designation, and signature of these officers? In case of no, Minor NC	No	
C-6	Do the organization chart has date of ?issue? on it? In case of no, Minor NC	Yes	
D	<b>Standard Operating Procedure (SOP)? (NHA Admn Manual Chapter 09, Clause 4.4.1 of ISO 9001:2015)</b>		
D-1	Are the SOPs available? In case of no, Major NC	Yes	
D-2	Are the SOPs of assigned tasks prepared on the ISO format/template? In case of no, Minor NC	Yes	
D-3	Are the steps of SOPs in logical sequence? In case of no, Minor NC	Yes	
D-4	Do ?risks and mitigations? mentioned in the SOPs? In case of no, Minor NC	Yes	
D-5	Is the ?review period? indicated in the SOPs? In case of no, Minor NC	Yes	
D-6	Do the SOPs have date of ?issue? on them? In case of no, Minor NC	Yes	
D-7	Do the steps of SOPs have proper timelines? In case of no, Minor NC	Yes	
D-8	Are the SOPs being prepared, reviewed, and approved by concerned DD, concerned GM, and concerned Member respectively with name, designation, and signature of these officers? In case of no, Minor NC	No	
E	<b>Job Description (JDs) (NHA Admn Manual Chapter 09, Clause 5.3 of ISO 9001:2015)</b>		

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E-1	Are the JDs available? In case of no, Major NC	Yes	
E-2	Are JDs, Organization chart and list of officers/officials corresponds with each other? In case of no, Minor NC	Yes	
E-3	Do the JDs have KPIs? In case of no, Minor NC	Yes	
E-4	Do the JDs linked with SOPs? In case of no, Minor NC	Yes	
E-5	Do each statement of JD started with active verb? In case of no, Minor NC	Yes	
E-6	Do the JD have proper ISO number on it? In case of no, Minor NC	Yes	
E-7	Are the JDs being prepared, reviewed, and approved by concerned DD, concerned GM, and concerned Member respectively with name, designation, and signature of these officers? In case of no, Minor NC	No	
E-8	Do the JDs have date of ?issue? on them? In case of no, Minor NC	Yes	
E-9	Do the JDs have authorities (if any) as per rules, regulations, Insert into TBL_ISO_AUDIT_CL SOPs? In case of no, Minor NC	Yes	
<b>F</b>	<b>SMART objectives (NHA Admn Manual Chapter 09, Clause 6.2 of ISO 9001:2015)</b>		
F-2	Are the objective developed according to the SMART rule? In case of no, Minor NC	Yes	
F-3	Do the objectives have proper ISO number on it? In case of no, Minor NC	Yes	
F-4	Are the SMART objectives being prepared, reviewed, and approved by concerned DD, concerned GM, and concerned Member respectively with name, designation, and signature of these officers? In case of no, Minor NC	No	
F-5	Do the SMART objectives have date of ?issue? on them? In case of no, Minor NC	Yes	
<b>G</b>	<b>Quality Policy (NHA Admn Manual Chapter 09, Clause 5.2 of ISO 9001:2015)</b>		

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Sr.#	Description	Status	Remarks
G-1	Is the Quality policy displayed in office at conspicuous places? In case of no, Minor NC	Yes	
G-2	Are the Officers/officials and staff have adequate knowledge about the NHA quality policy? In case of no, Minor NC	Yes	
H	<b>Interested parties (NHA Admn Manual Chapter 09, Clause 4.3 of ISO 9001:2015)</b>		
H-4	Do the list of interested parties has date of ?issue? on it? In case of no, Minor NC	Yes	
H-1	Is the list of interested parties indicating relevant officers/offices, Ministries, Divisions, Departments etc available? In case of no, Major NC	Yes	
H-2	Do the interested parties have proper ISO number on it? In case of no, Minor NC	Yes	
H-3	Is the list of ?interested parties? being prepared, reviewed, and approved by concerned DD, GM, Member respectively with name, designation, and signature of these officers? In case of no, Minor NC	No	
I	<b>Internal Audit (NHA Admn Manual Chapter 09, Clause 9.2 of ISO 9001:2015)</b>		
I-1	Are the record (both hard and soft) of previous internal QMS audits available? In case of no, Major NC	N/A	
I-2	Are the non-conformities/observation raised (if any) during previous internal audits complied, record maintained and available? In case of no, Minor NC	N/A	
I-3	Are the record (both hard and soft) of corrective actions reported to the concerned Officers/Offices? In case of no, Minor NC	N/A	

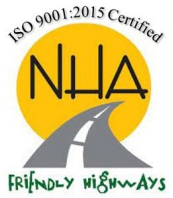
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### Internal QMS Audit Report (In case of NCs):

The internal QMS audit of Director (Land) Pb-North was performed on 01/11/2023 by Shahid Hussain. During the internal QMS 0 major NCs and 6 minor NCs were identified, which are mentioned on the internal QMS audit checklist.

### Corrective Action Request (CAR):

The auditee is requested to inquire the root causes of the detected NCs (mentioned on the checklist) and take immediate corrective actions accordingly. The conformity report must be submitted to undersigned auditor within 05 working days along with CC to Director (ISO). In case no NC was identified, no corrective action is requested.