**Internal Quality Audits**

**1.0 Purpose**

This procedure documents how Electric Conduit and Midwestern Contractors conduct Internal Quality Audits to verify that the Quality Management System (QMS) activities meet the requirements of the QMS.

**2.0 Scope**

This procedure applies to all Internal Quality Audits of the Company’s QMS.

**3.0 Definitions**

Auditor - a person from outside of the process who will randomly select job files for completeness and accuracy according to the Audit Checklist.

Audit Checklist - audit questions developed by the Auditor based on the QMS documentation and results of previous audits. This can also be a standardized document this is pre-defined.

Audit Findings - results of the evaluation of the collected evidence including; statements of fact, or other information which is relevant to the audit scope.

Audit Records – will detail specific findings in terms of Non-Conformance or Opportunity for Improvement.

Audit Schedule – the pre-defined schedule for audits to take place. This schedule reflects a minimal time frame.

Audit Scope – developed by the auditor prior to the audit and will define what data is reviewed and how the audit will be conducted.

Champion - employee responsible for the completion of a Non-Conformance.

Company – refers to Electric Conduit Construction and Midwestern Contractors.

Internal Auditing System – the structure that defines when audits are to be performed; who will perform them and how they are to be performed.

Internal Quality Audit – an audit performed by a company employee who is not involved in the process of a given function to determine if the process owner(s) are fulfilling the requirements of the QMS.

Non-Conformance - non-fulfillment of specified requirements that requires a root cause reason and corrective action.

Opportunity for Improvement – areas for improvement in the process that come about from an Internal Audit.

Owner Company – refers to a customer of Electric Conduit Construction or Midwestern Contractors.

Process Owner - employee who manages the area being audited.

Quality Assurance – the process of proactively examining and auditing a process as it is being performed.

Quality Control – the process of obtaining a quality finished product by examining and auditing completed jobs.

Quality Management System - a set of interrelated or interacting processes used to direct and control how quality policies are implemented and are achieved. The adherence to these policies is ensured through the use of records, documentation and internal audits.

Recommendations – Areas found during the audit where improvement in the process can be made.

**4.0 Statement of Work**

4.0.1 The Company considers the Internal Auditing System a key element to drive the continual improvement of the Quality Management System. Auditors are to use their expertise to not only audit for process Non-Conformances but to seek Opportunities for Improvement.

**4.1 Internal Quality Audits**

4.1.1 Internal Quality Auditors must have demonstrated competence in the following areas:

-Assessment techniques of examining, questioning, evaluating and reporting

-Skills to arrange and manage an audit

**4.2 Internal Audit Plan**

4.2.1 The scope of the audit plan is to verify that the

-Requirements of the QMS have been effectively implemented and maintained

4.2.2 Auditors are to plan and execute audits in a timely manner following the Audit Protocol (section 4.4) and auditing entire processes per the Audit Schedule.

**4.3 Audit Schedule**

4.3.1 Internal Quality Audits will be performed per the Audit Schedule on an annual basis or where management deems more it more frequently. The Audit Schedule can be found on document ECMW-QCD-004.

4.3.2 Extra audits may be scheduled when:

-Significant changes have occurred in management, organization, policy, techniques or technologies that could affect the QMS.

-There have been significant changes made to the Quality Management System.

-The results of recent audits indicate a need for further audits.

**4.4 Audit Protocol**

4.4.1 The Auditor following audit protocol will begin by entering the date and time of the audit per the Audit Schedule, indicating the audit has begun.

4.4.2 The Auditor develops the Audit Checklist

4.4.3 The Auditor and the process owner will begin the audit by holding the opening meeting. In the opening meeting, the auditor will review the Audit Checklist with the process owner.

4.4.4 The Auditor conducts the Internal Audit according to the Audit Scope.

4.4.5 The Auditor enters the Audit Findings and records these findings after conducting the audit. Audit Findings are to include descriptions of potential non-conformances.

4.4.6 The Auditor schedules the closing meeting with the Process Owner to review the Audit Report. The Process Owner needs to agree to any Non-Conformances. Non-Conformances records are stored electronically in the same database as corrective and preventive actions.

4.4.7 The Auditor will confer with the Process Owner to discuss any changes to the process or documentation and relate these recommendations back to management for possible changes.

**4.5 Audit Report**

4.5.1 The Auditor must document their Audit Findings on the Audit Report by entering the data in the Audit Checklist. The Audit Report consists of the overall Audit Finding, Audit Checklists, and any records related to the audit along with recommendations for changes to the existing processes and documents and records.

4.5.2 The Auditor enters a separate record for each Opportunity for Improvements and Non-Conformance resulting from an audit. Upon submittal each record is assigned a discrete record number. The format for these record numbers shall follow the format AUD-JOB-DATE-NUM. This translates to AUD= Audit, JOB=Job Number being audited; DATE=Date of Audit; NUM = Audit record number. E.g. AUD-1207-010414-001

4.5.3 Opportunities for Improvements and Non-Conformances raised in the audit report will be discussed with the process owner prior to issuing the Audit Report. All comments and suggestions will be noted. These issues will be addressed with the manager of the process owner.

4.5.4 Completed Audit Reports are stored electronically in a secure database and can be retrieved by authorized personnel.