# STEP ONE: Audit Plan

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| **Process to Audit (Audit Scope):** | | |
| **Audit Date(s):** 13/07/20 | **Lead Auditor:** David Rodwell | |
| **Audit #:** 010 | **Auditor(s):** | |
| **Site(s) to Audit:** Unit 8 Easter Park, Barton Road, Middlesbrough, TS2 1RY | | |
| **Is this 1st Audit of the year?** Yes | | |
| **If yes, which procedures have had their revision changed in the last 12 months?** | | |
| QMD 004  QMD 007 | | |
| **Which Process(es) are to be audited?** Service Delivery Processes | | |
| **See Appendices A & B of the QMS Manual for the Applicable Clauses of ISO 9001 Standard:** | | |
| **Applicable Documents to Audit** | | **Rev.** |
| **Procedures that have been revised:** | |  |
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| **Procedures or other Documents Applicable to the Processes to be Audited** | |  |
| QMP 001 – Service Delivery Processes | | **001** |
| QMD 011 – Customer Enquiry / Quotation | | **001** |
| QMD 012 – Forecasting / Planning | | **001** |
| QMD 013 – Purchasing | | **001** |
| QMD 015 – Site Mobilisation | | **002** |
| QMD 016 – Service Delivery | | **002** |
| QMD 018 – Control Activities | | **001** |
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# STEP TWO: Compare Documentation vs. Requirements

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| **Compare the INFRATEC documentation with the applicable clauses of ISO 9001.** | | |
| **Question** | **Y/N**  **(or N/A)** | **Evidence or Notes Sheet Ref. #** |
| In general, does the INFRATEC documentation meet the requirements of ISO 9001? | **Y** | 010-001 |
| Review any customer requirements that may be applicable to this process. (If there are none, enter “N/A” in the middle column.) In general, does the INFRATEC documentation meet these requirements? | **N/A** |  |
| Review any statutory or regulatory requirements that may be applicable to this process. (If there are none, enter “N/A” in the middle column.) In general, does the INFRATEC documentation meet these requirements? | **N/A** |  |
| **Indicate any suggestions for improvement related to the documentation:** | | |
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# STEP THREE: Compare Actual Practice vs. Requirements

| **Compare the requirements of ISO 9001, the INFRATEC-UK Quality Manual and other documentation against what employees are actually doing in everyday practice.** | | | |
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| **Requirement**  **Reference** | **Question** | **Y/N**  **(or N/A)** | **Evidence or Notes Sheet Ref. #** |
| QMD 011 | Does the company follow the procedure for customer enquiry / quotations | Y | 010-002 |
| QMD 012 | Does the company follow the procedure to forecast / plan work to meet customer requirements? | Y | 010-003 |
| QMD 013 | Does the company follow the procedure for purchasing? | Y | 010-004 |
| QMD 015 | Does the company follow the site mobilisation procedure? | Y | 010-005 |
| QMD 016 | Does the company follow the service delivery procedure? | Y | 010-006 |
| QMD 018 | Does the company follow the control activities procedure? | Y | 010-007 |
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| **Review previous audits for this process. Review previous CARs issued against this process, or as a result of previous audits for this process. Add additional checklist questions here, based on the previous audits, CARs or other documents or requirements, as you see fit.** | | | |
| --- | --- | --- | --- |
| **Requirement**  **Reference** | **Question** | **Y/N**  **(or N/A)** | **Evidence or Notes Sheet Ref. #** |
| QMD 016 | Are pe-start briefings now taking place? | ? | 010-008 |
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# STEP FOUR: Verify the Effectiveness of the Process

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| **Review the applicable procedure(s) for this process and answer the questions below.** | | |
| **Question** | **Y/N**  **(or N/A)** | **Evidence or Notes Sheet Ref. #** |
| Are the procedure steps accurate and complete as compared to true practice? | **Y** |  |
| Are there sufficient check steps (inspections, tests, reviews, approvals, sign-offs, etc.) that ensure the process outputs meet requirements before passing onto the next process? | **Y** |  |
| Does the process appear to adequately meet the requirements of ISO 9001 and the INFRATEC documentation? | **Y** |  |
| Does the process appear to adequately meet all customer or regulatory requirements? | **Y** |  |
| **Indicate any problems you uncovered with the process:** | | |
| **Provide brief details on any areas that you found were well-implemented, particularly effective or worth noting as positive traits of the process.** | | |
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# STEP FIVE: Summarise Findings for CAR system

Based on the findings and nonconformities you have recorded in the previous sections, summarize the necessary actions needed. For type, choose one of the following:

**C** =Corrective action needed (existing noncompliance)

**P** = Preventive action needed (potential noncompliance)

**OFI** = Opportunity for Improvement

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| **CAR #** | **ISO 9001 Clause** | **Describe finding as you want it to appear in the CAR system.** | **Type** | **Major /**  **Minor** |
|  |  | Requirement:  Evidence:  Rationale for Finding: |  |  |
|  |  | Requirement:  Evidence:  Rationale for Finding: |  |  |
|  |  | Requirement:  Evidence:  Rationale for Finding: |  |  |
|  |  | Requirement:  Evidence:  Rationale for Finding: |  |  |
|  |  | Requirement:  Evidence:  Rationale for Finding: |  |  |

# STEP SIX: Review Audit Report and Submit

All auditors on the audit team must submit their audit reports for summary and review by the Lead Auditor. Lead Auditor: review the completeness of this report prior to submitting it to the Commercial Manager. Be sure findings show objective evidence, that everything is written clearly, and that all checklist questions are answered.



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| Audit report reviewed and ready for submission: |  |
| Signature of Lead Auditor |
| 13/07/20 |
|  | Date |

# NOTES PAGE

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| **Your Note reference #** | **Notes, evidence, findings, comments, etc.** |
| **010-001** | Quality manual, process definitions, procedures and records all continue to satisfy the ISO requirements. |
| **010-002** | QMD 011 – Less services now offered using a Standard Service List. SWO1902 – M20 project selected for test. Procedure confirmed. Quote request received. Quote sent by Lee Payne. Purchase order received. |
| **010-003** | QMD 012 – SWO1902 – M20 w/c 09/12/19 selected. Work is shown on Warboard planner.  Human resource is allocated to the work on the Warboard planner. No meeting minutes. |
| **010-004** | QMD 013 – CLS2001 – M4 w/c 09/03/20 selected. Hired plant was required. Approved person sourced supplier and proved to follow the credit account procedure. |
| **010-005** | QMD 015. CLS2001 – M4 w/c 09/03/20 selected. Informed that the supervisor was Lee Ratcliff. This wasn’t clear – consider possibly recording Supervisor somewhere appropriate. RAMS document for the work present (M4 MS4 Removals)). Work instruction was received verbally from David Bullock to Lee Ratcliff.  MEWP not used  Lorry Loader Pre-use checks – not required as subcontracted. |
| **010-006** | QMD 016. CLS2001 – M4 w/c 09/03/20 selected. Scheme pre-start briefing document used. |
| **010-007** | QMD 018. CLS2001 – M4 w/c 09/03/20 selected. Classed as a Standard Service. Email sent to [sitereports@infratec-uk.com](mailto:sitereports@infratec-uk.com) inbox and client, with no materials shown to be defective. |
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