CERTIFICATION AUDIT REPORT

METRO SYSTEMS CORPORATION PCL. / METRO CONNECT CO., LTD.

3195663

Bureau Veritas Certification (Thailand) Ltd.

Final Assessment / ISO 9001

INDEX

1. GENERAL INFORMATION

1.1 ORGANIZATION INFORMATION

Organization Name	METRO SYSTEMS CORPORATION PCL. / METRO CONNECT CO., LTD.		
Address	400 CHALERMPRAKIAT RAMA IX ROAD, NONGBON, PRAWET,		
City	BANGKOK		
Postal Code	10250		
County	-		
Country	Thailand		
Phone Nº	022708465	Fax Nº	
Contract nº	3195663		

1.2 CONTACT INFORMATION

Contact Name	Khun Natpachamon Tungjitlerdkij		
Email Address	natpatun@metrosystems.co.th	Phone Nº	022708465

2. AUDIT INFORMATION

2.1 AUDIT STANDARDS

Audit Standard(s)	ISO 9001

2.2 SCOPE OF CERTIFICATION

Language	Site Name	Head Office	Scope of Certification
English	METRO SYSTEMS CORPORATION PCL.	✓	SUPPLIER OF MEDIUM SCALE COMPUTERS, PERSONAL COMPUTERS, POS TERMINALS, PRINTERS, DATA STORAGE DEVICES, IT SUPPLIER, NETWORKING PRODUCTS, SOFTWARE SOLUTIONS, IP TECHNOLOGIES, IT CRISIS BACK-UP SYSTEMS, IT SERVICES AND IT SYSTEM MANAGEMENT SERVICES
English	TRAINING CENTRE(BAL)		SUPPLIER OF SOLUTIONS SOFTWARE PRODUCTS AND SERVICES INCLUDING A TRAINING CENTER SOFTWARE SOLUTIONS TO CUSTOMERS
English	ENVISIONING CENTER		SUPPLIER OF SOLUTIONS SOFTWARE PRODUCTS AND SERVICES
English	METRO CONNECT CO., LTD.		DISTRIBUTES THE COMPUTER PRODUCTS CONNECTIONS AND SOFTWARE PRODUCT THROUGH IT SERVICE PROVIDERS

Nº of Sites	2
Nº of Employees	557
Head Office	METRO SYSTEMS CORPORATION PCL.

If this is a multi-site audit an Appendix listing all the relevant sites and/or remote locations has been established and attached to the audit report.

Type	Final Assessment				
Audit Start Date	05/02/2014	Audit End Date	11/02/2014	Duration	5

2.3 AUDITOR INFORMATION

Team Leader	Team Members
ARNUT VISAWAPRASIT**	SIRIPORN CHIAWSAMUT**

3. AUDIT PROCESS

3.1 DOCUMENT REVIEW

Document Review Item	Compliant	Comments
Quality manual	X	
Document control (4.2.3)	X	
Control of Records (4.2.4)	X	
Internal audits (8.2.2)	X	
Control of nonconforming product (8.3)	X	
Corrective Action (8.5.2)	X	
Preventive Action (8.5.3)	X	
Quality policy (5.3) and objectives (5.4)	X	
Internal audit and management review planning	X	

Document Review and Initial Audit Comments			
Organisation Manual - Revision Date or number	Quality Manual (QM-CTR-01) Rev 10 Effective Date 10/01/57	Doc. Review Completed on	20/02/2014

3.2 AUDIT SUMMARY REPORT PER STANDARD ISO 9001

Clauses	Department / Activity / Process																		
	Private Group	Hardware Team	Gov. & Edu.	Dealer	Mkt. / Adm.	ITS / MIS	BCS	Microsoft License	SD/SRD	PCT	MKT/Pre-sales/Adm.	EBS (IBM Envisioning Center)	MS Solution (IBM Envision Center)	Solution Service Sales (BAL)	Solid Works (BAL)	Training (BAL)	Management Process	CRC	HR
4 Quality management system																	✓		
4.1 General requirements																	✓		
4.2.1 General Documentation Requirements																	✓		
4.2.2 Quality Manual																	✓		
4.2.3 Control of Documents	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4.2.4 Control of Records	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5 Management responsibility																	✓		
5.1 Management commitment																	✓		
5.2 Customer focus	✓			✓	✓		✓	✓			✓			✓	✓		✓	✓	
5.3 Quality policy																	✓		
5.4.1 Quality Objectives (Planning)													1				✓	✓	✓
5.4.2 Quality Management system Planning																	✓	✓	✓
5.5 Responsibility. authority and communication																	✓	✓	✓
5.6 Management review																	✓		
6 Resource management																			
6.1 Provision of resources																			
6.2 Human resources																			✓
6.2.2 Competence, Awareness and Training																✓			✓
6.3 Infrastructure						✓													
6.4 Work Environment																			
7 Product realization																			
7.1 Planning of Product Realization																			
7.2 Customer-related processes	✓	✓	✓	✓	✓		✓	✓			✓	✓	✓	✓	✓			✓	
7.3 Design and Development						✓						✓	✓						
7.4 Purchasing					✓						✓	✓							
7.5.1 Control of Production and Service						✓	✓			✓		✓	✓			✓			
7.5.2 Validation of Processes for Production and Service																			
7.5.3 Identification and Traceability						✓				✓		✓							
7.5.4 Customer Property										✓									
7.5.5 Preservation of Product																			
7.6 Control of monitoring and measuring devices																			
8 Measurement. analysis and improvement																	✓		
8.1 General																	✓		
8.2.1 Customer Satisfaction																	✓	✓	
8.2.2 Internal Audit																	✓		

	Department / Activity / Process																		
	✓ Private Group	✓ Hardware Team	✓ Gov. & Edu.	✓ Dealer	Mkt. / Adm.	✓ ITS / MIS	✓ BCS	✓ Microsoft License	SD/SRD	✓ PCT	✓ MKT/Pre-sales/Adm.	✓ EBS (IBM Envisioning Center)	✓ MS Solution (IBM Envision Center)	✓ Solution Service Sales (BAL)	✓ Solid Works (BAL)	✓ Training (BAL)	✓ Management Process	✓ CRC	✓ HR
8.2.3 Monitoring and Measurement of Processes												✓					✓	✓	✓
8.2.4 Monitoring and Measurement of Product					✓							✓							
8.3 Control of non-conforming product																	✓	✓	✓
8.4 Analysis of data																	✓	✓	✓
8.5.1 Continual Improvement																	✓	✓	✓
8.5.2 Corrective Action																	✓	✓	✓
8.5.3 Preventive Action																	✓		
Use of Logo																			
Total													1						

Exclusions	justification

3.2 AUDIT SUMMARY REPORT PER STANDARD ISO 9001

Clauses	Department / Activity / Process																		Total
	WH & DTB	Sales & Presales (MCC)	System Engineering (MCC)	MKT /Admind (MCC)	Sales Group (ESG)	Technical Support (ESG)	Education (ESG)	SD / SRD											
4 Quality management system																			
4.1 General requirements																			
4.2.1 General Documentation Requirements																			
4.2.2 Quality Manual																			
4.2.3 Control of Documents	✓	✓	✓	✓	✓	✓	✓	✓											
4.2.4 Control of Records	✓	✓	✓	✓	✓	✓	✓	✓											
5 Management responsibility																			
5.1 Management commitment																			
5.2 Customer focus																			
5.3 Quality policy																			
5.4.1 Quality Objectives (Planning)	✓	✓	✓	✓	✓	✓	✓	✓											1
5.4.2 Quality Management system Planning	✓	✓	✓	✓	✓	✓	✓	✓											
5.5 Responsibility. authority and communication	✓	✓	✓	✓	✓	✓	✓	✓											
5.6 Management review																			
6 Resource management																			
6.1 Provision of resources																			
6.2 Human resources																			
6.2.2 Competence, Awareness and Training			✓			✓	✓	✓											
6.3 Infrastructure			✓			✓	✓	✓											
6.4 Work Environment			✓			✓	✓	✓											
7 Product realization																			
7.1 Planning of Product Realization																			
7.2 Customer-related processes		✓		✓	✓			✓											
7.3 Design and Development								✓											
7.4 Purchasing	✓	✓			✓														
7.5.1 Control of Production and Service			✓			✓	✓	✓											
7.5.2 Validation of Processes for Production and Service																			
7.5.3 Identification and Traceability			✓			✓	✓	✓											
7.5.4 Customer Property			✓			✓	✓	✓											
7.5.5 Preservation of Product	✓		✓			✓	✓												
7.6 Control of monitoring and measuring devices																			
8 Measurement. analysis and improvement																			
8.1 General																			
8.2.1 Customer Satisfaction																			
8.2.2 Internal Audit																			

	Department / Activity / Process																		
	✓WH & DTB	✓Sales & Presales (MCC)	✓System Engineering (MCC)	✓MKT /Admind (MCC)	✓Sales Group (ESG)	✓Technical Support (ESG)	✓Education (ESG)	✓SD / SRD											**Total**
8.2.3 Monitoring and Measurement of Processes	✓	✓	✓	✓	✓	✓	✓	✓											
8.2.4 Monitoring and Measurement of Product	✓		✓			✓	✓	✓											
8.3 Control of non-conforming product	✓		✓			✓	✓	✓											
8.4 Analysis of data	✓	✓	✓	✓	✓	✓	✓	✓											
8.5.1 Continual Improvement	✓	✓	✓	✓	✓	✓	✓	✓											
8.5.2 Corrective Action	✓	✓	✓	✓	✓	✓	✓	✓											
8.5.3 Preventive Action	✓	✓	✓	✓	✓	✓	✓	✓											
Use of Logo																			
Total																			**1**

Exclusions	justification
	No exclusion

3.3 NON CONFORMITY REPORT

Non conformities detailed herein shall be addressed through the organization's corrective action process, in accordance with the relevant correc-tive action requirements of the audit standard.
Hereunder you will find Bureau Veritas Certification requirements for:

- expected timelines to address the nonconformity (a)
- response content (b)

Expected timelines to address the non conformity (a)

Corrections and Corrective actions (if possible) to address identified major nonconformities shall be carried out immediately. Correction, Root Cause Analysis and Corrective action plan together with satisfactory evidences of implementation shall be submitted within **90 days after the last day of the audit unless Bureau Veritas Certification and client agree on a longer period of time.**
Review of nonconformities is done through desktop review. However, depending of severity of the findings, our auditor may perform a follow up visit to confirm the actions taken, evaluate their effectiveness, and determine whether certification can be recommended or continued.
For a minor nonconformity, correction, root cause analysis and corrective action plan shall be approved by the team leader and verification of implementation and effectiveness of corrective action(s) taken will be performed at the next visit.
It is recommended that the Client provide responses early to allow time for additional reviews if needed.
For recertification time limits to address nonconformities will be defined by the team leader in order to have them implemented prior to expiration of certification.
Any responses to the nonconformities which were raised may be either in hard copy or electronically using the NCR herein (preferred) and forwarded to the Bureau Veritas Certification office.

Expected response content (b)

Client response to NCR should be reviewed by the lead auditor in three parts; correction, root cause analysis and corrective actions.
In reviewing the three parts, the auditor looks for a plan and then evidence that plan is being implemented.

Correction

1. The extent of the nonconformity has been determined (NCR has been corrected & the client has examined the system to see if there are other examples that need to be corrected). Ensure that correction answers the question "Is this isolated case or not?" in other words "Is there a risk that this can reoccur at the other site / department?"
2. If correction cannot be immediate; a plan to correct the NCR may be appropriate (responsible & date).
3. Evidence that the correction was implemented or evidence that the plan is being implemented.

Root Cause Analysis

1. The Root Cause is not simply repeating the finding, neither is the direct cause of the issue.
2. Well thought out analysis to determine the true root cause: e.g. someone did not follow a process would be direct cause; determining why someone did not follow a process would lead to the true root cause.
3. The root cause statement must focus on a single issue without any obvious """"why"""" questions remaining.
If a """"why"""" question can reasonably be asked about the root cause analysis, this indicates that the analysis did not go far enough.
4. Ensure that the root cause answers the question, "What in the system failed such that the problem occurred?"
5. Blaming the employee will not be accepted as the only root cause
6. Address problems with the process as well as what detection system failed

Corrective Action

1. The corrective action or corrective action plan addresses the root cause(s) determined in the root cause analysis. If you have not defined true root cause you cannot prevent the problem from its reoccurrence
2. In order to accept the plan it shall include;
   - actions to address the root cause(s)
   - identification of responsible parties for the actions and
   - a schedule (dates) for implementation.
   - always include a "change" to your system. Training and/or publishing a newsletter are generally not changes to your system
3. In order to accept the evidence of implementation:
   a. Enough evidence is provided to show the plan is being implemented as outlined in the response (and on schedule).
   b. Note: Evidence in full is not required to close the NCR; some evidence may be reviewed during future audit when verifying the corrective actions.

To be completed by Bureau Veritas

Date	Organization	Contract nº	Report n°
11/02/2014	METRO SYSTEMS CORPORATION PCL. / METRO CONNECT CO., LTD.	3195663	9KSMATV01

Non Conformity Observed During	Main Audit
Process	MS Solution (IBM Envision Center)
Standard	ISO 9001
Clause	5.4.1 Quality Objectives (Planning)

Non Conformity Description

ยังไม่กำหนด KPI ของหน่วยงาน MS Solution

Grade	Lead Auditor		Auditor		Organization Rep.
Minor	ARNUT VISAWAPRASIT**		ARNUT VISAWAPRASIT**		Khun Samlee Noomsri
To be completed before					
11/05/2014	ATV	98723	ATV	98723	

To be completed by the organization

Root Cause Analysis (What failed in the system to allow this non conformity to occur ?)

เนื่องจากบริษัทฯ มีการเปลี่ยนแปลงโครงสร้างหน่วยงานภายใน โดยหน่วยงาน MS Solution เป็นหน่วยงานที่เกิดขึ้นใหม่ วันที่ 3/01/2557 (ตามเอกสารแนบ DDS Code 2014) จึงยังไม่มีการกำหนด KPI

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Correction and Corrective Action (enter at least one correction and one corrective action)

Correction : หน่วยงาน MS Solution ได้ทำการกำหนด KPI เพื่อชี้วัดเป้าหมายการดำเนินงานภายในหน่วยงาน 2 ข้อ (ตามเอกสารแนบ KPI-MS Solution) รวมถึงสร้างความเข้าใจที่ถูกต้องเกียวกับ KPI ให้พนักงานทราบ
Corrective action : เมื่อมีการเปลียนแปลงโครงสร้างภายในของบริษัทฯ ต้องมีการทบทวน KPI ทุกครั้ง สำหรับหน่วยงานที่ยังไม่มี KPI ต้องกำหนด KPI และประกาศใช้ภายใน 1 เดือน

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Implementation of Corrective Actions	Date of Completion	20/02/2014
	Org. Representative	Khun Samlee Noomsri

To be completed by Bureau Veritas

	Date	Status	Auditor
Verification of corrective Actions	27/02/2014	Accepted	ARNUT VISAWAPRASIT**
Comment			

4. PERFORMANCE TO DATE

ผลของการตรวจติดตามครั้งก่อน ได้รับการทบทวน เพื่อให้แน่ใจว่าได้ดำเนินการแก้ไขแล้ว ตามที่ระบุในสิ่งที่ไม่เป็นไปตามข้อกำหนด

Non conformity number	Non conformity description	Process	Standard	Clause	Grade	Issued Date	Date of Completion	Verification of Corrective action
9KSMATV01	ยังไม่กำหนด KPI ของหน่วยงาน MS Solution	MS Solution (IBM Envision Center)	ISO 9001	5.4.1 Quality Objectives (Planning)	Minor	11/02/2014	20/02/2014	27/02/2014

5. EXECUTIVE AUDIT SUMMARY

5.1 AUDIT CONCLUSIONS

•เอกสารในระบบบริหารคุณภาพ แสดงความสอดคล้องกับข้อกำหนดของมาตรฐาน และได้จัดหาสิ่งสนับสนุนอย่างเพียงพอในการดำเนินการและธำรงค์รักษาระบบบริหารคุณภาพ
•องค์กรได้แสดงให้เห็นว่าได้ปรับปรุงในการดำเนินการและธำรงค์รักษาระบบบริหารคุณภาพอย่างมีประสิทธิภาพ
•องค์กรได้แสดงให้เห็นว่า ได้จัดตั้งและติดตามตัวชี้วัดวัตถุประสงค์และเป้าหมายอย่างเหมาะสม โดยมีการติดตามความก้าวหน้าเพื่อให้บรรลุสู่ความสำเร็จ
•การตรวจติดตามภายในมีการดำเนินการครอบคลุมทุกกระบวนการ และแสดงให้เห็นว่าการตรวจติดตามมีประสิทธิภาพ โดยเป็นเครื่องมือในการธำรงค์รักษาและปรับปรุงระบบบริหารคุณภาพ
•การตรวจติดตามทุกกระบวนการ แสดงให้เห็นว่าระบบบริหารคุณภาพมีความสอดคล้องกับข้อกำหนดของมาตรฐาน

5.2 SUMMARY OF AUDIT FINDINGS

N° of Non Conformities recorded	Major 0 Minor 1
Is a follow up audit required	No
Follow up audit start date	
Duration (days)	0
Actual follow up date(s)	~

5.3 MANAGEMENT SYSTEM EFFECTIVENESS

MANDATORY REQUIREMENT REVIEW OF :
1. Management system Documentation
2. Effective implementation and maintenance
3. Improvement
4. Key performance objectives and the monitoring of these towards achievement
5. Internal Audit programme
6. Management Review
7. Corrective and preventive action

5.4 OPPORTUNITIES OF IMPROVEMENT

Number	Process	OFI - Opportunity(ies) for Improvement
1	Training (BAL)	หน่วยงาน Training (BAL) มีการกำหนด KPI เรื่อง Total course on schedule 85%, Total Testing 100% แต่ควรเพิ่ม KPI เรื่อง Instructor Evaluation รวมถึงการกำหนดค่าเป้าหมาย ด้วย

6. TEAM LEADER RECOMMENDATIONS

Standard	Accreditation	Certificate Copies	Language
ISO 9001	NAC	1	Thai
ISO 9001	UKAS	1	English
ISO 9001	UKAS	1	Thai

Standard	ISO 9001
Recommendation	Issue Certificate
Reason for issue or change of the certificate	Re-certification audit

7. AUDIT PROGRAMME ISO 9001

Sites	Audits					
	Main	Surv1	Surv2	Surv3	Surv4	Surv5
METRO SYSTEMS CORPORATION PCL. - Head Offi	4	1	1	1	1	1
TRAINING CENTRE(BAL)	1	0.5	0.5	0.5	0.5	0.5
Man Days	5	1.5	1.5	1.5	1.5	1.5

Tentative number of days for recertification	

Date	20/02/2014	Prepared / revised by	ARNUT VISAWAPRASIT**
Comment			

8. SITES APPENDIX

Head Office

Site Name	METRO SYSTEMS CORPORATION PCL.
Address	400 CHALERMPRAKIAT RAMA IX ROAD, NONGBON, PRAWET,
City	BANGKOK
County	-
Country	Thailand
Postal Code	10250

Other Site(s)

Site Name	TRAINING CENTRE(BAL)
Address	979/27-31 16th Floor,SM TOWER,CONDOMINIUM, PHAHOLYOTHIN ROAD, SAMSENNAI,PHAYATHAI
City	BANGKOK
County	-
Country	Thailand
Postal Code	10400

Other Site(s)

Site Name	ENVISIONING CENTER
Address	888/15-17 PLOENCHIT ROAD, LUMPINI, PATUMWAN
City	BANGKOK
County	-
Country	Thailand
Postal Code	10330

Other Site(s)

Site Name	METRO CONNECT CO., LTD.
Address	400 CHALERMPRAKIAT RAMA IX ROAD, NONGBON, PRAWET
City	BANGKOK
County	-
Country	Thailand
Postal Code	10250