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BUREAU VERITAS
1828

BUREAU
VERITAS

Bureau Veritas Certification

Management System Certification
Audit Report

Metro Systems Corporation PCL.

Company Information

Company Name	Metro Systems Corporation PCL.
Address	H/O : 400 Chalermprakiat Rama IX Road, Nong Bon, Prawet, Bangkok 10250 Training Center (BAL): 979/27-31 16th Floor, SM Tower Condominium, Phaholothin Road, Samsennai, Phayathai, Bangkok 10400

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Web Address			
ZIG Contract No(s).	1340943		

Contact Information

Contact Name	Khun Samlee Noomsri	Phone No.	(662)727-4297
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Audit Information

Audit Standard(s)	**ISO 9001:2008**		
Industry Code(s)	PQC 33, 29B		
No. of Employees	420	No. of Shifts	1
Audit Type	Recertification Audit		
Audit start date	8/2/2011	Audit end date	9/2/2011
Next Audit Date	To be confirmed.	Duration	To be confirmed.

Auditor Information

Team Leader	Mr. Arnut Visawaprasit
Team Member	Mr. Chartchai Satitwatanawong, Mr. Jakkapong Mespan

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.	
Distribution	Client Contact / Audit Team / BV Certification office

This report is confidential and distribution is limited to the audit team, the company and the BV Certification office.

Summary of Audit Findings:						
Number of Non Conformities recorded:		Major:	0	Minor:	0	
Is a follow up audit required?	N	Follow up audit start date		-		day(s)
Actual follow up date(s)			Start:		End:	

Follow-up audit remarks:

Team Leader Recommendation:	
Standard	Recommendation
ISO 9001:2008	Proceed to Recertification
Team Leader (1):	Team Member
Mr. Arnut Visawaprasit	Mr. Chartchai Satitwatanawong, Mr. Jakkapong Mespan

Scope of Supply (scope statement must be verified and appear in the space below)

SUPPLIER OF MEDIUM SCALE COMPUTERS, PERSONAL COMPUTERS, POS TERMINALS, PRINTERS, DATA STORAGE DEVICES, IT SUPPLIES, NETWORKING PRODUCTS, SOFTWARE SOLUTIONS, IP TECHNOLOGIES, IT CRISIS BACK-UP SYSTEMS, IT SERVICES AND TRAINING AND IT SYSTEM MANAGEMENT SERVICES.

Accreditation	UKAS	NAC (Thai)	NAC (English)		
No. of Certs required	1	1	1		
Languages	English	Thai	English		
Reason for Issue of Certificate	Recertification Audit				

The visit report forms part of Bureau Veritas Certification 's partnership approach in the audit Management System.
The activities audited in depth are listed in the 'Audit Summary'.
Any nonconformities identified will require corrective and preventive action, firstly to correct the identified nonconformance and secondly to examine the underlying cause and implement the changes necessary to prevent recurrence. The audit was based on Random samples and therefore nonconformities may exist which have not been identified.

Audit Summary

Audit Objectives
The objectives of this audit are :

1. to confirm that the mangement system conforms with all the requirements of the audit standard;
2. to confirm that the organisation has effectively implemented its planned arrangements;
3. to confirm that the management system is capable of achieving the organisation's policies objectives.

Previous Audit Results
The results of the last audit of this system have been reviewed, in particular to assure appropriate correction and corrective action has been implemented to address any nonconformity identified.

No. of nonconformities from previous audit	Major	0	Minor	0
No. of nonconformities closed	Major	0	Minor	0
No. of nonconformities re-raised	Major	0	Minor	0

This review has concluded that:
- There is no any nonconformity identified during previous audits.

Audit Findings
The audit team conducted a process-based audit focussing on the sigificant aspects, risks and objectives. The audit method used were interviews, observations of activities and review of documentation and records.

- The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system,
- The organisation has demonstrated effective implementation and maintenance / improvement of its management system.
- The organisation has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement,
- The internal audit programme has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system,
- Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.

Nonconformities

Nonconformities detailed herein shall be addressed through the organisation's corrective action process, in accordance with the relevant corrective action requirements of the audit standard, in actions to prevent reccurence, and complete records maintained.

Corrective actions to address identified **major** nonconformities shall be carried out immediately and BV Certification notified of the actions within 30 days. Our auditor will perform a **follow up visit** within 90 days to confirm the actions taken, evaluate their effectiveness, and determine wether certification can be granted or continued.

Corrective action to address identified minor nonconformities shall be carried out and records maintained with supporting evidence.

The responses to the nonconformities may be either in hard copy or electronically using the NCR herein (preferred) and forwarded to the BV Certification office.

At the next scheduled audit visit, the BV Certification audit team will follow-up on all identified nonconformities to confirm the effectiveness of the corrective actions taken and close out.

Recommendation

The audit team conducted a process-based audit focussing on significant aspects/risks and objectives required by the standard(s). The audit methods used were interviews, observations, sampling of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning matrix included in the Appendices to this summary report.

The audit team concludes that the organisation has/has not established and maintained its management system in line with the requirements of the standard(s) and demonstrated the ability of the system to achieve requirements for products and/or services within the scope and the organisation's policy and objectives.

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, this management system (be ready to proceed to the certification decision by Technical Department / ICC of Bureau Veritas Certification.) / (can be maintain and continue the certification.)

Quality Manual					
Document Number:	QM-CTR-01	Date:	Sep 2010	Revision:	09

AUDIT SUMMARY REPORT FOR ISO9001:2008

	Contracts:	A	B	C	D	E	F	G	H	I	J	K	TOTALS NC
		Management	Documet and Record Control	HR	BAL	ESG Group	SIG Group	Metro Connect Co., Ltd.	OSG Group	Warehouse and Distribution	IT, MIS		
	Auditor (s)::	JME	JME	JME	JME	CTS	ATV	CTS	CTS	ATV	ATV		
	Date:	8	8	8	8	8	8	9	9	9	9		
	Period (A.M. / P.M.)	A	P	P	P	A/P	A/P	A	P	A	P		
4.1	General Requirements	X											
4.2	Documentation Requirements	X	X								X		
5.1	Management Commitment	X											
5.2	Customer Focus	X											
5.3	Quality Policy	X											
5.4	Planning	X											
5.5	Responsibility, Authority & Communication	X											
5.6	Management Review	X											
6.1	Provision of resources	X											
6.2	Human resources			X	X								
6.3	Infrastructure										X		
6.4	Work Environment					X	X	X	X				
7.1	Planning of Product Realization					X	X	X	X				
7.2	Customer-related processes					X	X	X	X				
7.3	Design and Development					X	X						
7.4	Purchasing					X	X	X	X				
7.5	Production and Service Provision				X	X	X	X	X	X			
7.6	Control of Monitoring and Measuring Devices												
8.1	Measurement, analysis and improvement	X				X	X	X	X				
8.2	Monitoring and Measurement	X				X	X	X	X				
8.3	Control of non-conforming product					X	X	X	X				
8.4	Analysis of Data	X											
8.5	Continual improvement	X											
BVC	Use of Logo	X											

Opportunity for Improvement / Observation
The organization has opportunity to improve:
1. แบบฟอร์มใบประเมินผลการสัมภาษณ์ยังมีการใช้ประโยชน์ไม่สมบูรณ์ คือ มีการลงคะแนนไม่ครบ ไม่รวมคะแนน และยังไม่มีการตั้งเกณฑ์การตัดสิน "ผ่าน" "ไม่ผ่าน" ว่าเป็นเท่าไหร่
2. ควรมีการจัดเก็บพรบ.ที่เกี่ยวข้องกับการละเมิดลิขสิทธิ์ซอฟต์แวร์ และพรบ.ความผิดทางคอมพิวเตอร์ ไว้อ้างอิงและคอยติดตามการเปลี่ยนแปลงด้วย
3. **ESG Group (Enterprise Sale Group)** แผนก System Technical Support • OBS : PM-STS-04 ระบุให้ใช้แบบฟร์อม Scope and Checklist (FM-STS-07) แต่ไม่มีการกรอก ใบนี้แล้ว เนื่องจากไม่มีการใช้แล้ว แผนก Marketing and Presales • OBS : PM-ESG-01 ระบุให้ทาง Marketing ทำ รายงานประมาณการสั่งซื้อ เป็นระยะ ๆ แต่ยังไม่มีการทำตัวนี้ เนื่องจากการทำงานเปลี่ยนไปแล้ว แผนก Administration OBS : มีการระบุทำ ASL ใน FM-CTR-40 แต่จริง ๆ อยู่ใน DMASS รายชื่อ Supplier
4. **บริษัท เมโทรคอนเนค จำกัด** ทุกแผนก • OBS : ควรทำ Job Description ของทุกตำแหน่งให้ครบถ้วนสมบูรณ์กว่านี้ ฝ่ายวิศวกรรมระบบ • OBS : ฝ่ายวิศวกรรมระบบใช้ KPI ร่วมกับ Sales/Marketing ซึ่งไม่เหมาะสม เรื่องจากการทำงานไม่เหมือนกัน • OBS : ควรปรับปรุงเรื่องการกรอกแบบฟร์อม Service Request Form ให้ต่อเนื่องกว่านี้ • OBS : ควรระบุการจัดเก็บ Service Request Form, Purchase Agreement ให้ชัดเจนกว่านี้ • OBS : ควรทำรายงานสรุปประสิทธิภาพการปฏิบัติงาน ตามที่ระบุใน PM-STS-01 ข้อ 6.9 ให้ต่อเนื่องกว่านี้
5. • ใบ Professional Services Report ของ Infrastructure PFS ควรระบุ ช่อง Complete (Yes, No) ให้ครบ (บางใบไม่ครบ) – Obs
6. • ควรลงบันทึกการซ่อมบำรุง (PM) ทุกๆ 2 สัปดาห์ ระบบ Fire Pump (เครื่องสูบน้ำ), ท่อ Hi-Drant (ท่อส่งน้ำดับเพลิง) ในปี 2554 เนื่องจากในปี 2553 ให้ รปภ. ช่วยตรวจให้ -- Obs