



METRO SYSTEMS CORPORATION PCL.

**Management System Certification
Audit Report for the Surveillance Visit 1**

Bureau Veritas Certification (Thailand) Ltd.



Company

Company Name METRO SYSTEMS CORPORATION PCL.
Address HEAD OFFICE: 400 CHALERMPRAKIAT RAMA 9 ROAD, NHONGBON, PR,
City BANGKOK
Postal Code 10250
County -
Country Thailand
Phone N° +66QMS027274297 Fax N°

Contact Information

Contact Name Khun Samlee Noomsri Phone N° +66QMS027274297
Email Address samlenoo@metrosystems.co.th, Sukanwim@metrosystem.co.th

Audit Information

Audit Standard(s) ISO 9001
N° of Employees 430 N° of Sites 1
Audit Type Surveillance Visit 1
Audit Start Date 8/11/2011 Audit End Date 8/11/2011 Duration 1

Auditor Information

Team Leader SANPET SANGKATAWAT
Team Member

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 MetroSystem, BVC-TH

**Summary of Audit Findings**

Number of Non Conformities recorded:	Major 0	Minor 1
Is a follow up audit required?	N	
Follow up audit start date		
Duration (days)	0	
Actual follow up date(s)	~	
Document Review	N	
Audit Visit	N	

Team Leader Recommendation:

Standard	Recommendation
ISO 9001	Maintain Certification

Standard	Accreditation	Cert. Copies	Language
ISO 9001	NAC	0	
ISO 9001	UKAS	0	

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

Standard	Language	Scope of Supply
ISO 9001	English	Scope for Metro System: Enterprise System Group. Supply Chain Management, System Storage Device, Systems Technical Support, System Training. PC Technical Services, Office Supplies Group, E-Business Solution, Web Service 1 and Microsoft, Business Performance Solutions and Hosting Services.
ISO 9001	Thai	Scope for Metro Connect: Hardware Distribution Services. ตัวแทนจำหน่ายเครื่องคอมพิวเตอร์ขนาดกลาง เครื่องคอมพิวเตอร์ส่วนบุคคล เครื่องเก็บเงิน ณ จุดขาย เครื่องพิมพ์ อุปกรณ์จัดเก็บข้อมูล วัสดุสิ้นเปลืองทางด าวไอที อุปกรณ์ทางด้านเครือข่าย ซอฟต์แวร์โซลูชัน เทคโนโลยีสื่อสารแบบไอพี บริการระบบสำรองฉุกเฉินทางไอทีกรณีเกิดวิกฤตการณ์ ให้บริการด้านไอที รวมถึงบริการรับบริหารระบบงานไอที
ISO 9001	Thai	จัดจำหน่ายผลิตภัณฑ์คอมพิวเตอร์ อุปกรณ์ต่อพ่วง และซอฟต์แวร์ผ่านผู้ให้บริการด้านไอที



Audit Summary

Overview/Audit activities ISO 9001:2008

The audit team decide that the organization has been implement and maintain the QMS according to ISO 9001:2008 effectively. Employees are knowledgeable in system requirement.

The current revision of the quality manual is rev. 08

The documented quality system of this organization is referable and friendly for the users. The quality objectives and process performance indicator are closely monitored. The achievement support by the proper action plan.

Their internal audit process is acceptable. IQA result is rather consistency to our result.

Finding : During this audit ,there is one minor nonconformity. The corrective action may be, within 90 days, submit to BureauVeritas Certification, either hand, by FAX, via conventional mail attending Ms. Buathip Atojino, E-mail (NCR@th.BureauVeritas.com).

Audit Objectives

The objectives of this audit are:

0. For an initial audit, verify the readiness of the company for a Main Audit

1. To confirm that the management 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.

Audit Result

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

Audit Findings

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

Observations

1. Finding:

ไม่มีข้อมูลความไม่สอดคล้องใดใน NRC Log

Potential NC:

เนื่องจากการองค์กรได้แบ่งออกเป็นหลายๆส่วนงานที่ค่อนข้างมีความเป็นเอกเทศซึ่งกันและกัน ดังนั้นอาจเป็นไปได้ว่ามี NC-products หรือ NC-Services เกิดขึ้นภายในระบบ แต่ไม่ได้รับแจ้งเข้ามาบันทึกในระบบ

2. Finding (BAL)

ผลการประเมินความรู้-ความสามารถของ ผู้สอนจากภายนอกไม่ได้ลงบันทึกเป็นเอกสาร ทั้งในกรณีการประเมินก่อนการจ้าง และ ประเมินเพื่อทบทวน ระหว่างการจ้าง

Opportunity for Improvement

กำหนดเกณฑ์-วิธีการ การประเมินผู้สอนจากภายนอก และ บันทึกผลการประเมินเสียด้วย

General & legal compliance requirements

None to specific



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 reoccurrence, 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 may perform a follow up visit within 90 days to confirm the actions taken, evaluate their effectiveness, and determine whether certification can be recommended or continued.

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

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 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.

**Non Conformity Report**

<i>To be completed by BV</i>			
<i>Date</i>	<i>Organization</i>	<i>Contract n°</i>	<i>Report n°</i>
8/11/2011	METRO SYSTEMS CORPORATION PCL.	1341341 / 1-991755-	9KS1SET01
<i>Non Conformity Observed During</i>		1st Surveillance audit	
<i>Process</i>		BAL (SM Tower)	
<i>Standard</i>		ISO 9001	
<i>Clause</i>		8.2.3 Monitoring and Measurement of Processes	
<i>Non Conformity Description of objective evidence</i>			
1. Standard Requirement: 9001 2. Non-Conformity Description: ละเว้นไม่บันทึก FM-BAL-05 การตรวจสอบความพร้อมเครื่อง ตามที่กำหนดไว้ใน WI-BAL-01 การดูแลการจัดเก็บอุปกรณ์ 3. Objective Evidence: ไม่พบบันทึกการตรวจสอบเครื่องคอมพิวเตอร์ตามฟอร์ม FM-BAL-05			
<i>Grade</i>	<i>Lead Auditor</i>	<i>Auditor</i>	
Minor	SET	SANPET SANGKATAWAT	
<i>To be completed before</i>			
10/28/2011		SET	195274
<i>To be completed by the organization</i>			
<i>Root Cause Analysis (What failed in the system to allow this NC to occur ?)</i>			
—			
<i>Corrective Action (What is done to solve this problem and to prevent reoccurrence)</i>			
—			
<i>Implementation of Corrective Actions</i>	<i>Date of Completion</i>		
	<i>Org. Representative</i>		
<i>To be completed by BV</i>			
<i>Verification of corrective Actions</i>	<i>Date</i>	<i>Status</i>	<i>Auditor</i>
<i>Comment</i>			



Performance to date

<i>Report Number</i>	<i>Process</i>	<i>Standard</i>	<i>Clause</i>	<i>Finding (Nonconformity)</i>	<i>Grade</i>	<i>Issued Date</i>	<i>Date of Completion</i>	<i>Verification of Corrective action</i>
9KS1SET01	BAL (SM Tower)	ISO 9001	8.2.3 Monitoring and Measurement of Processes	1. Standard Requirement: 9001 2. Non-Conformity Description: ละเว้นไม่บันทึก FM-BAL-05 การตรวจสอบความพร้อม ตามที่กำหนดไว้ใน WI-BAL-01 การดูแลการจัดเก็บอุปกรณ์ 3. Objective Evidence: ไม่พบบันทึกการตรวจสอบเครื่องคอมพิวเตอร์ตามฟอร์ม FM-BAL-05	Minor	8/11/2011	–	–

**Audit Summary Report for Standard**

Exclusions		Department / Activity / Process															
7.5.2 Validation of processes for production and service provision		Management Review/Process	Customer Satisfaction/Complain	Internal Audit	CAR/PAR and Continual Improvement	Legal, Previous NC, Use of Logo	BAL (SM Tower)	Document and Record Control	Total								
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)	✓																
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			✓														
8.2.3 Monitoring and Measurement of Processes							1	1									
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				✓													

Total

The reason of exclusion is acceptable



Document Review remarks :

Well conform to the standard requirements



Sites (included within the scope of the audit)

Head Office

Site Name	METRO SYSTEM-H.O.
Address	HEAD OFFICE: 400 CHALERMPRAKIAT RAMA 9 ROAD, NHONGBON, PRAWET,
City	BANGKOK
County	-
Country	Thailand
Postal Code	10250

Other Site(s)

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

Site Name	BANGKOK ADVANCED LEARNING (BAL)
Address	BANGKOK ADVANCED LEARNING (BAL): 16TH FLOOR SM TOWER, 979/30 PHAHOLYOTHIN I
City	BANGKOK
County	-
Country	Thailand
Postal Code	10400

Site Name	CLIENT SITE: THANACHART BANK
Address	CLIENT SITE: THANACHART BANK, GLAZ HOUSE
City	BANGKOK
County	-
Country	Thailand
Postal Code	.

Site Name	CLIENT SITE 2: TICO, SATHORN
Address	CLIENT SITE 2: TICO, NORTH SATHORN,
City	BANGKOK
County	-
Country	Thailand
Postal Code	1

Site Name	CUSTOMER SITE
Address	WILL BE INFORMED ON THE DATE OF AUDIT
City	.
County	-
Country	Thailand
Postal Code	.
