

# May Pen Tax Office

## ISO 9001:2015 Quality Management System Audit

### Internal Audit Report

## CONFORMITY REPORTS – HUMAN RESOURCE DEVELOPMENT - TRAINING

Audit of: Human Resource Development - Training	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 7.1.6	Auditees: Michael Marshall
<p>Audit Evidence:</p> <p>The training and sensitization ISO programs for May Pen were derived from a request of the Chief Policy &amp; Transformation Officer which was sent to the General Manager via email dated January 26, February 4, April 15, 23, 26, 27, 29 and May 25, 2021. The need for training of 111 staff For the group 1-9 covering period April – June 2021 was communicated to the Training Unit via email dated January 26, February 4, April 15, 23, 26, 27, 29 and May 25, 2021</p>			
<p>Evaluation:</p> <p>During the audit of the Training Unit, it was established for the period April 2021 - June 2021, the training needs were identified and communicated by email in conformity with ISO 9001:2015 7.1.6 which states The organization shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services and documentation was retained in keeping with ISO 9001:2015 section 7.5.3.1(a) which states that Documented information required by the quality management system and by this International Standard shall be controlled to ensure: a) it is available and suitable for use, where and when it is needed;</p>			
<p>Effectiveness:</p>			

## CONFORMITY REPORTS – HUMAN RESOURCE DEVELOPMENT - TRAINING

Audit of: Human Resource Development - Training	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 7.4	Auditees: Michael Marshall
<p>Audit Evidence:</p> <p>The general training schedules are prepared quarterly, they are sent to the Communication Unit, where it is distributed to all users via email. The quarterly training schedule for April 2021 - June 2021 shows that 26 courses were offered to the staff. The training schedule were distributed to all users via email dated April 30, 2021.</p>			
<p>Evaluation:</p>			

During the audit of the Training Unit, it was established that quarterly training schedule for April 2021 - June 2021 were communicated via email to all staff. This was in conformity to ISO 9001:2015 section 7.4 which states that the organization shall determine the internal and external communications relevant to the quality management system, including: a) on what it will communicate; b) when to communicate; c) with whom to communicate; d) how to communicate; e) who communicates.

Effectiveness:

## CONFORMITY REPORTS – HUMAN RESOURCE DEVELOPMENT - TRAINING

Audit of: Human Resource Development - Training	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 7.2(b)	Auditees: Michael Marshall
<p>Audit Evidence:</p> <p>The training register showed that officers received ISO training for the period January -June 2021. Microsoft Excel worksheet showed that 20 officers from the Customer Care Centre received in house training during the period April -June 2021. The training report for June 2017- June 2021 showed that 13 officers from the Taxpayer Service Unit received sensitization for RAiS</p>			
<p>Evaluation:</p> <p>During the audit of the Training Unit, it was established that 111 officers received training in ISO, Customer Care and RAiS for the period June 2017 and April 2021 - June 2021. This was in conformity to ISO 9001:2015 7.2 (b) which states that the organization shall ensure that these persons are competent on the basis of appropriate education, training or experience.</p>			
<p>Effectiveness:</p>			

## CONFORMITY REPORTS – HUMAN RESOURCE DEVELOPMENT - TRAINING

Audit of: Human Resource Development - Training	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 8.5.2	Auditees: Michael Marshall
<p>Audit Evidence:</p>			

Certificates were not given to participants for on the job training and sensitization. Certificates were given for the ISO training. The review of a sample of six participants verified that certificates for the ISO training were prepared. The name of the officers are listed below. 1. Hopal Waysome 2. Almarie Graham 3. Nicole Beadle-Murray 4. Shaniene Wallace 5. Makeda Foster 6. Samantha Williams

Evaluation:

During the audit of the Training Unit, it was established that certificates for the ISO training during the period April 2021 - June 2021 were prepared for the participants. This was in conformity with ISO 9001:2015 8.5.2 which states in part that the organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

Effectiveness:

## CONFORMITY REPORTS – HUMAN RESOURCE DEVELOPMENT - TRAINING

Audit of: Human Resource Development - Training	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 8.5.2	Auditees: Michael Marshall
Audit Evidence:			
Verification of evaluation forms that were completed at the end of the ISO training session for the period April - June 2021. This was carried out via online.			
Evaluation:			
During the audit of the Training Unit it was established that the evaluation carried out on ISO training for the period April 2021- June 2021 is in conformity with ISO 9001: 2015 8.5.2 which states that "... the organisation shall identify outputs with respect to monitoring and measurement requirements throughout production and service provision.			
Effectiveness:			

## CONFORMITY REPORTS – HUMAN RESOURCE DEVELOPMENT - TRAINING

Audit of: Human Resource Development -	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 8.5.2	Auditees: Michael Marshall
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Training			
<p>Audit Evidence:</p> <p>Due to the advent of the Covid 19 the courses were administered online. The registers for the ISO training were presented in soft and hard copies. The sample of 12 participants from the Customer Care Unit were verified in the register as attending the training for the period April 2021-June 2021</p>			
<p>Evaluation:</p> <p>During the audit of the Training Unit it was established that attendance register received for the period April 2021-June 2021 was in conformity with SO 9001: 2015 8.5.2 which states that "... the organisation shall identify outputs with respect to monitoring and measurement requirements throughout production and service provision.</p>			
<p>Effectiveness:</p>			