

# Spanish Town Tax Office

## ISO 9001:2015 Quality Management System Audit

### Internal Audit Report

## CONFORMITY REPORTS – CONTINUOUS IMPROVEMENT

Audit of: Continuous Improvement	Auditor: Natasha Whyte	Audit Criteria: ISO 9001:2015 clause 10.2.1	Auditees: Fitzroy Wedderburn
<p>Audit Evidence:</p> <p>The verification report has been received by the process owners and several non-conformities were identified during the verification exercise. The root causes for the non-conformities were not yet developed at the date of audit August 26, 2021. However the quality management report is being used to monitor the QMS on a monthly basis.</p>			
<p>Evaluation:</p> <p>During the review of continuous monitoring, a Verification Report was presented as evidence of continuous monitoring. The Quality Management Report and Customer Service Reports were also being used to monitor for continuous improvement. This was in conformance to ISO 9001:2015 clause 10.1 which states that the organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.</p>			
<p>Effectiveness:</p>			

## NONCONFORMITY REPORT

Incident Identification Number: 000000.00001

Non-Conformity Report #: 1	Auditor (s): Natasha Whyte	Date: August 31, 2021
Audit of : Continuous Improvement	Audit Criteria: ISO 9001:2015 clause 10.2.2	
<p>Statement of Nonconformity:</p> <p>During the review of continuous monitoring on August 26, 2021, it was established that evidence was not provided on root causes and the corrective action to be taken for the Non-conformities in the Verification Report . This was not in conformance to ISO 9001:2015 10.2.1 which states that when a non-conformities occurs, including any arising from complaints, the organization shall (a) react to the non-conformities and as applicable take action to control and correct it. ISO 9001:2015 clause 10.2.2 which states that the organization shall retain documented information as evidence of (b) the result of any corrective action.</p>		

Responsible Party: Christine Webb	
Auditor Signature:	Signature: