

May Pen Tax Office

ISO 9001:2015 Quality Management System Audit

Internal Audit Report

CONFORMITY REPORTS – PREVENTATIVE MAINTENANCE - PROPERTY

Audit of: Preventative Maintenance - Property	Auditor: Recardo Rowe	Audit Criteria: ISO 9001-2015 clause 7.1.5.1 a & b	Auditees: Nyree- Dawn Strurridge
<p>Audit Evidence:</p> <p>A sample of six (6) invoices as detailed below: for Janitorial services Inv # Date: 05029299 16/2/2021 05030321 24/3/2021 05031211 20/4/2021 for Sanitary services Inv # Date: 6818 15/4/2021 6870 30/5/2021 6919 30/6/2021 were reviewed and were stamped service satisfactorily completed and signed by the Property Manager/Office Manager</p>			
<p>Evaluation:</p> <p>During the audit of the preventative maintenance property process it was established that six (6) invoices inv# 05029299, 05030321, 05031211; inv# 6818, 6870, 6919 for payment for the period April - June 2021 reflected the Property Manager signature to indicate work was satisfactorily completed. This was in conformance with with ISO 9001:2015 7.15.1 which states "The organization shall determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. The organization shall retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources"</p>			
<p>Effectiveness:</p>			

CONFORMITY REPORTS – PREVENTATIVE MAINTENANCE - PROPERTY

Audit of: Preventative Maintenance - Property	Auditor: Recardo Rowe	Audit Criteria: ISO 9001-2015 clause 7.1.4 c	Auditees: Nyree- Dawn Strurridge
<p>Audit Evidence:</p> <p>Walkthrough conducted revealed walk ways and emergency exits were in place and were clearly and properly labelled.</p>			
<p>Evaluation:</p> <p>During the audit of the preventative maintenance - property process on July 8, 2021</p>			

it was established that walk ways and emergency exits were in place at the May Pen Tax Office and were clearly and properly labelled and accessible. This was conforming with ISO 9001:2015 7.1.4 which states " The organization shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. NOTE A suitable environment can be a combination of human and physical factors, such as: c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise)

Effectiveness:

CONFORMITY REPORTS – PREVENTATIVE MAINTENANCE - PROPERTY

Audit of: Preventative Maintenance - Property	Auditor: Recardo Rowe	Audit Criteria: ISO 9001-2015 clause 7.1.4 c	Auditees: Nyree- Dawn Strurridge
Audit Evidence:			
Walkthrough conducted revealed the existence of a designated emergency assembly point at the car park which was labelled.			
Evaluation:			
During the audit of the preventative maintenance - property process on July 8, 2021 it was established that a designated emergency assembly point was at the car park which was labelled. This was conforming with ISO 9001:2015 7.1.4 which states " The organization shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. NOTE A suitable environment can be a combination of human and physical factors, such as: b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective); c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise)			
Effectiveness:			

CONFORMITY REPORTS – PREVENTATIVE MAINTENANCE - PROPERTY

Audit of: Preventative Maintenance - Property	Auditor: Recardo Rowe	Audit Criteria: ISO 9001-2015 clause 7.1.4 c	Auditees: Nyree- Dawn Strurridge
Audit Evidence:			

Walkthrough conducted on July 8, 2021 revealed bathroom were provided for taxpayers and were kept clean and sanitary.

Evaluation:

During the audit of the preventative maintenance - property process on July 8 & 9, 2021 walkthrough conducted established that bathroom facilities were provided for Taxpayers and were kept clean and sanitized. This was in conformance with ISO 9001:2015 7.1.4 which states " The organization shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. NOTE A suitable environment can be a combination of human and physical factors, such as: a) social (e.g. non-discriminatory, calm, non-confrontational); b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective); c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise)

Effectiveness:

CONFORMITY REPORTS – PREVENTATIVE MAINTENANCE - PROPERTY

Audit of: Preventative Maintenance - Property	Auditor: Recardo Rowe	Audit Criteria: ISO 9001-2015 clause 7.1.4 c	Auditees: Nyree- Dawn Strurridge
Audit Evidence:			
Walkthrough conducted revealed there were signs and labels identified throughout the Tax Office for Taxpayers to identify different Units to conduct business.			
Evaluation:			
During the audit of the preventative maintenance property process it was established that the process was conforming with ISO 9001:2015 7.1.4 which states "The organization shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. a) social (e.g. non-discriminatory, calm, non-confrontational); b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective); c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise) as there were signs and labels identified throughout the Tax Office for Taxpayers to identify different Units to conduct business.			
Effectiveness:			

CONFORMITY REPORTS – PREVENTATIVE MAINTENANCE - PROPERTY

Audit of: Preventative Maintenance - Property	Auditor: Recardo Rowe	Audit Criteria: ISO 9001-2015 clause 7.1.4 c	Auditees: Nyree- Dawn Strurridge
<p>Audit Evidence:</p> <p>Walkthrough conducted revealed the existence of a ramp at the entrance of the building that gave access to physically challenged individuals whether by wheelchair or otherwise.</p>			
<p>Evaluation:</p> <p>During the audit of the preventative maintenance - property process on July 8, 2021 it was established that a ramp was constructed at the entrance of the building that gave access to physically challenged individuals whether by wheelchair or otherwise. This was conforming with ISO 9001:2015 7.1.4 which states " The organization shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. NOTE A suitable environment can be a combination of human and physical factors, such as: a) social (e.g. non-discriminatory, calm, non-confrontational); b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective); c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise)</p>			
<p>Effectiveness:</p>			

NONCONFORMITY REPORT		
Incident Identification Number: 000000.00001		
Non-Conformity Report #: 1	Auditor (s): Recardo Rowe	Date: July 7, 2021
Audit of : Preventative Maintenance - Property	Audit Criteria: ISO 9001-2015 clause 7.1.3 a	
<p>Statement of Nonconformity:</p> <p>During the audit of the preventative maintenance property process request was made for the maintenance schedule for the period 2021/2022 however an inspection schedule for building was presented instead. This was not in conformance with ISO 9001:2015 7.5.3.1 which states "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>Responsible Party: Sandra Logan</p>		

Auditor Signature:	Signature:
--------------------	------------

NONCONFORMITY REPORT		
Incident Identification Number: 000000.00002		
Non-Conformity Report #: 2	Auditor (s): Recardo Rowe	Date: July 7, 2021
Audit of : Preventative Maintenance - Property	Audit Criteria: ISO 9001-2015 clause 7.1.3 a	
<p>Statement of Nonconformity:</p> <p>During the audit of the preventative maintenance property process no documentary evidence was presented to show maintenance works performed by the Maintenance Officer for the period April to June 2021. This was not in conformance with ISO 9001:2015 7.1.3 a which states "The organization shall determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services. a) buildings and associated utilities;"</p> <p>Responsible Party: Sandra Logan</p>		
Auditor Signature:		Signature:

NONCONFORMITY REPORT		
Incident Identification Number: 000000.00003		
Non-Conformity Report #: 3	Auditor (s): Recardo Rowe	Date: July 7, 2021
Audit of : Preventative Maintenance - Property	Audit Criteria: ISO 9001-2015 clause 7.1.5.1 a & b	
<p>Statement of Nonconformity:</p> <p>During the audit of the preventative maintenance property process no documentary evidence was presented to show that maintenance works carried out by Maintenance Officer was being monitored for the period April to June 2021. This is not in conformance with ISO 9001:2015 7.1.5.1 which states "The organization shall determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. The organization shall ensure that the resources provided: a) are suitable for the specific type of monitoring and measurement activities being undertaken; b) are maintained to ensure their continuing fitness for their purpose.</p>		

Responsible Party: Sandra Logan	
Auditor Signature:	Signature:

OPPORTUNITY REPORT		
Incident Identification Number: 000000.00001		
Opportunity Report #: 1	Auditor (s): Recardo Rowe	Date: July 7, 2021
Audit of : Preventative Maintenance - Property	Audit Criteria: ISO 9001-2015 clause 7.1.3 a	
<p>Statement of Opportunity:</p> <p>During the audit of the preventative maintenance property process on July 8, 2021 it was established that the information captured in the service log book of works carried out was insufficient; there is an opportunity to improve the process with the implementation of columns in the service log book to capture the date, description of work done, status, the name and signature of the Officer/Personnel who carried out the work and sign-off by Property Manager.</p>		
Responsible Party: Sandra Logan		
Auditor Signature:	Signature:	

OPPORTUNITY REPORT		
Incident Identification Number: 000000.00002		
Opportunity Report #: 2	Auditor (s): Recardo Rowe	Date: July 7, 2021
Audit of : Preventative Maintenance - Property	Audit Criteria: ISO 9001-2015 clause 7.1.4 c	
<p>Statement of Opportunity:</p> <p>During the audit of the preventative maintenance property process on July 8, 2021 it was established that there was no Service Contract in place for the disposal of garbage at the May Pen Tax Office. There is an opportunity to improve the process and make it more efficient by formally putting in place a service contract for the disposal of garbage for the location.</p>		
Responsible Party: Sandra Logan		
Auditor Signature:	Signature:	

