

St. Andrew RSC

Scheduled QMS Audit

Internal Audit Report

CONFORMITY REPORTS – PRODUCTION OF MOTOR VEHICLE TITLES

Audit of: Production of motor vehicle titles	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 clause 7.5.2a	Auditees: Terry Ann Newell Smith
<p>Audit Evidence:</p> <p>The batch advice listing was examined and the following was seen; Adv # 302120928 d/d 28/09/2021 consisted of 2 substitute applications, Adv # 2021211001 d/d 01/10/2021 35 Transfer applications Adv# 1021211001, d/d 01/10/2021, 20 New titles applications were verified with the MVO1. A sample of 16 titles were chosen and further examined along with the supporting documents to verify that the forms were completed correctly and that a MVID number was affixed to the form along with the signatures of the owner/s. The following forms were examined (1) DA'Jorn Commock (2) Paula Mattocks-Hussey (3) Gracia Thompson (4) Derrick Grant (5) Lloyd Davis (6) O'Neil Green (7) Garrett McDonald (8) Jason Robinson (9) Horace Anderson (10) Kevin Jackson (11) Brian Salmon (12) Alrick Morris (13) Victor Barrett (14) Ramon Williams (15) Renae Stewart (16) Jovan Evans. The MVID number and supporting documents were verified attached to the application forms.</p>			
<p>Evaluation:</p> <p>"During the review of the application forms for the motor vehicle title application and supporting documents for the period August 2021 to November 2021, it was determined that the 16 application forms examined was in conformity to ISO 9001:2015 clause 7.5.2a which states When creating and updating documented information, the organization shall ensure appropriate: a) identification and description (e.g. a title, date, author, or reference number);on.....". "</p>			
<p>Effectiveness:</p>			

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Audit of: Production of motor vehicle titles	Auditor: Kerena Graham	Audit Criteria: ISO 9001: 2015 Clause 7.5.3.1 (b)	Auditees: Terry Ann Newell Smith
<p>Audit Evidence:</p> <p>An examination of the storage area where the the blank titles are kept was conducted. It was observed that they were secured in a lock chubb cabinet which is located in the Managers office. This cabinet is accessible by the Manager and Senior Officers</p>			

<p>Evaluation:</p> <p>"During the review of the storage area for the blank titles for the period August 2021-November 2021) the storage of the blank titles are stored in a secured facility and is in conformity with ISO 9001:2015 clause 7.5.3.1(b) Documented information required by the quality management system and by this International Standard shall be controlled to ensure:(b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity)."</p>
<p>Effectiveness:</p>

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Audit of: Production of motor vehicle titles	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 Clause 8.5.2	Auditees: Terry Ann Newell Smith
<p>Audit Evidence:</p> <p>The batch control listing for the period August 2021- November 2021 was examined. A total of 821 titles were printed for Constant Spring. These were checked against the control report listings for accuracy, completeness.</p>			
<p>Evaluation:</p> <p>"During the review of the vetting and printing of the for the motor vehicle title process for the period August 2021 to November 2021, it was determined that 821 titles vetted and printed for Constant Spring is in conformity to ISO 9001:2015 clause 8.5.2 which states The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services."</p>			
<p>Effectiveness:</p>			

CONFORMITY REPORTS – PRODUCTION OF MOTOR VEHICLE TITLES

Audit of: Production of motor vehicle titles	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 Clause 8.5.1 c	Auditees: Terry Ann Newell Smith
<p>Audit Evidence:</p> <p>"During the review of the titles with discrepancies for the period August 2021-November 2021 it was determined that the process for the return of 12 applications with discrepancies were in conformity to ISO 9001:2015 clause 8.5.1.c which states</p>			

the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;"

Evaluation:

"During the review of the titles with discrepancies which was returned for Oneil & Oneica Grant during the the period August 2021 to November 2021, it was determined that the process is in conformity to ISO 9001:2015 clause 8.5.1.c which states the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;"

Effectiveness:

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Audit of: Production of motor vehicle titles	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 7.5.3.2a	Auditees: Terry Ann Newell Smith
<p>Audit Evidence:</p> <p>A total of 821 titles were printed for Constant Spring RSC for the period August 2021- November 2021. A sample of 207 titles printed were posted to the November 2021 report. The titles were stamped, recorded and batched logged for dispatching to Registry.</p>			
<p>Evaluation:</p> <p>During the review of the titles batch report for Constant Spring , 821 printed titles for the period August 2021 - November 2021 is determined to be in conformity to ISO 9001:2015 clause 7.5.3.2 a that states a) distribution, access, retrieval and use;</p>			
<p>Effectiveness:</p>			

CONFORMITY REPORTS – PRODUCTION OF MOTOR VEHICLE TITLES

Audit of: Production of motor vehicle titles	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 7.5.3.2b	Auditees: Terry Ann Newell Smith
<p>Audit Evidence:</p> <p>Examination carried out on a sample of the printed titles for Constatnt Spriing RSC for the period August 2021 - November 2021. It showed that they are kept in a secured Chubb cabinet. These titles are stamped and is kept in the locked cabinet</p>			

until it is dispatched and are accessible by the Managers and the Senior Officers.

Evaluation:

"During the review of the cabinets used for the storage of the printed title, it was established to be in conformity to ISO 9001:2015 clause 7.5.3.2 (b) which states "" For the control of documented information, the organization shall address the following activities, as applicable: '.. b) storage and preservation, including preservation of legibility..."

Effectiveness:

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Audit of: Production of motor vehicle titles	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 Clause 7.5.3.2	Auditees: Terry Ann Newell Smith
Audit Evidence: Examination of the titles dispatch log for Constant Spring RSC for period August 2021 - November 2021 was conducted. There were evidences that 821 titles were logged, dispatched and signed for at the Registry.			
Evaluation: "During the review of the dispatch log for the 821 motor vehicle titles (new, transfer and Substitute) process for the period August 2021 to November 2021, it was determined that there was conformity to ISO 9001:2015 clause 8.5.2 which states The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services. The organization shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision. The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability"			
Effectiveness:			

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Audit of: Production of motor vehicle titles	Auditor: Kerena Graham	Audit Criteria: ISO 9001:2015 Clause 8.5.2	Auditees: Terry Ann Newell Smith
Audit Evidence:			

Examination of the title logs shows evidences that the Manager receives the printed titles from the titles officer and are they checked by verifying actual titles with the control report. The control number series of the titles printed are then recorded in the dispatch register, and is further reconciled to account for each title

Evaluation:

"During the review of the batch control listing and the dispatch log for the motor vehicle titles (new, transfer and Substitute) process for the period August 2021 to November 2021, it was determined that there was conformity to ISO 9001:2015 clause 8.5.2 which states The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services. The organization shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision. The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability"

Effectiveness:

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Audit Evidence:

Examination of the unit revealed a total of 19 desk top computers. It was observed that each staff member is assigned to a computer to their desk. However one (1) desk top was observed assigned to the printing of titles.

Evaluation:

During the examination of the 18 desk top computers assigned to the officers and the 1 computer assigned for Motor vehicle printing it was determined the process is in conformity to the ISO 9001: 2015 7.1.3 a & b 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; b) equipment, including hardware and software;

Effectiveness: