

# Spanish Town Tax Office

## ISO 9001:2015 Quality Management System Audit

### Internal Audit Report

## CONFORMITY REPORTS – PERFORMANCE

Audit of: Performance	Auditor: Natasha Whyte	Audit Criteria: ISO 9001:2015 clause 9.1.1	Auditees: Fitzroy Wedderburn
<p>Audit Evidence:</p> <p>The QMS is made up of several processes which are all integral to the operation of the QMS, therefore all the processes were monitored. A verification exercise was conducted and the results of which were communicated to the respective process owners for corrective action; copy of which was presented for Audit. Monitoring was also carried out monthly by means of the monthly report and the output analysed and evaluated against the targets.</p>			
<p>Evaluation:</p> <p>During the review of Monitoring, measurement, analysis and evaluation it was determined that there was conformity to ISO 9001:2015 9.1.1 which states in part that the organization shall determine what needs to be monitored and measured, the methods for monitoring, measurement and when the monitoring shall be performed. This was evident in the report of the verification exercise conducted and the monthly review reports of the quality objectives carried out.</p>			
<p>Effectiveness:</p>			

## CONFORMITY REPORTS – PERFORMANCE

Audit of: Performance	Auditor: Natasha Whyte	Audit Criteria: ISO 9001:2015 clause 9.1.2	Auditees: Fitzroy Wedderburn
<p>Audit Evidence:</p> <p>A customer satisfaction survey report which is done every two years by an external body (Market Research Services) was received. This was conducted in October 2020 (outside the scope of the QMS) . Customer Feedback report for May 2021 - July 2021 was prepared to show the customer feedback that were submitted by the suggest drop box at the location. The report revealed that corrective actions were taken base on COVID -19 protocols to facilitate smoother flow of operation.</p>			
<p>Evaluation:</p> <p>During the review of customer satisfaction, it was established that the location monitored customers perception which was evident in the Customer feedback report for May 2021 – July 2021. This is in conformity to ISO 9001:2015 clause 9.1.2 which states in part that the organization shall monitor customers perception of the degree</p>			

to which their needs and expectations have been fulfilled.

Effectiveness:

### CONFORMITY REPORTS – PERFORMANCE

Audit of: Performance	Auditor: Natasha Whyte	Audit Criteria: ISO 9001:2015 clause 9.2.2 (a-b)	Auditees: Fitzroy Wedderburn
Audit Evidence:  Audits are scheduled by the Internal Audit Unit. Documented information on the scheduling of audits were seen in the Audit Plan for 2021/2022. The criteria and scope were defined and these were seen in the audit programme.			
Evaluation:  During the review of Internal Audit, it was established that there is conformity to ISO 9001:2015 clause 9.2.2 (a-b) which states in part that the organization shall plan, establish, implement and maintain an audit programme including the frequency, methods responsibilities..... define the audit criteria and the scope. This was evident in the Audit Plan presented for the financial year 2021/2022 and the Audit Programme presented for the Spanish Town Tax Office.			
Effectiveness:			