

# StarPak

## Quarterly Internal Audit (Scheduled)

### Internal Audit Report

Audit Dates: February 8, 2023 - February 9, 2023

Audit Report: Quarterly Internal Audit (Scheduled) Internal Audit Company Limited	Audit: Report No. 505
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Audited Facility: Company Limited

Address:

Audit Team: Ali Taha, Alejandro alana, Alan Garcia

Date Of Audit: February 8, 2023 - February 9, 2023

Scope Of Audit: Entire Management System

Contact Person:

### Summary of Non-Conformities Identified in The Internal Audit Process

Process #	Process Names	Non Conformances
1	Bagging process	1
2	Extrusion process	1
3	Lamination process	1
	TOTAL	3

### Summary of Conformities Identified in The Internal Audit Process

Process #	Process Names	Conformances
1	Bagging process	4
2	Extrusion process	5
3	Lamination process	3
	TOTAL	12

### Summary of Opportunities for Improvement Identified in The Internal Audit Process

Process #	Process Names	Conformances
1	Extrusion process	3
2	Lamination process	1
	TOTAL	4

Routine quarterly audit to support implementation of Quality Management System

## AUDIT BRIEF

Audit Ref	1675892042	Audit of:	Quarterly Internal Audit (Scheduled)
Date Scheduled	February 8, 2023 - February 9, 2023	Locations	9690 West Wingfoot Rd Houston, TX 77041
Audit Team: Ali Taha, Alejandro alana, Alan Garcia  Audit Team Leader: Bianca Echevarria	Process Owner(s):		Alberto Quintanilla-Process Owner Moises Avila-Process Owner Karla Horak-Internal Auditor
Purpose:			
To determine conformity, opportunities to improve and effectiveness of QMS			
Background and Context:			
Verify own procedures/documents are being followed			
Scope:			
Entire Management System			
Criteria:			
ISO 9001:2015, own procedures/documentation			
Objectives:			
Ensure QMS processes are implemented and properly maintained			

## Company Limited Audit Plan

### Opening Meeting:

Who: Ali Taha, Alberto Quintanilla, Alejandro alana, Moises Avila, Karla Horak, Alan Garcia, Bianca Echevarria

When: Thursday, `February` `9`, 2023

Where: Training room

What to cover: Audit brief

### The Audit

TBD

### Closing Meeting:

Who: Ali Taha, Alberto Quintanilla, Alejandro alana, Moises Avila, Karla Horak, Alan Garcia, Bianca Echevarria

When: Thursday, `February` `9`, 2023

Where: Training room

## AUDIT SCHEDULE

Processes	Auditor	Auditee	Date/Time
Extrusion process	Ali Taha		February 9, 2023 9:00 AM - February 9, 2023 10:00 AM
Lamination process	Alan Garcia		February 9, 2023 10:00 AM - February 9, 2023 10:30 AM
Bagging process	Alejandro alana		February 9, 2023 10:00 AM - February 9, 2023 10:30 AM

### CONFORMITY REPORTS – EXTRUSION PROCESS

Audit of: Extrusion process	Auditor: Ali Taha	Audit Criteria: ISO/9000 (8.2.3) (Review of the requirements for products and services)	Auditees:
<p>Audit Evidence:</p> <p>Materials form it was Observed and checked the date 01/28/2023 and Ref# 00123 and it was approved by David the manager of the Ext department</p>			
<p>Evaluation:</p> <p>During the search for evidence related to the audit criteria the information provided support the criteria is met.</p>			
<p>Effectiveness:</p>			

### CONFORMITY REPORTS – EXTRUSION PROCESS

Audit of: Extrusion process	Auditor: Ali Taha	Audit Criteria: ISO 9000/7.1.5.2 (Measurement traceability)	Auditees:
<p>Audit Evidence:</p> <p>Materials form it was Observed and checked the date 01/28/2023 and Ref# 00123 and it was approved by David the manager of the maint. department</p>			
<p>Evaluation:</p> <p>During the search for evidence related to the audit criteria the information provided support the criteria is met.</p>			
<p>Effectiveness:</p>			

### CONFORMITY REPORTS – EXTRUSION PROCESS

Audit of: Extrusion process	Auditor: Ali Taha	Audit Criteria: Manufacturer manual	Auditees:
<p>Audit Evidence:</p>			

Procedure was clear with RE# 0001 and update date was 12/30/2022 and was implemented and approved by the top management on date 1/1/2022. MC system report was clear and showed all the work orders for selected date
<p>Evaluation:</p> <p>During the search for evidence related to the audit criteria the information provided support the criteria is met.</p>
Effectiveness:

### CONFORMITY REPORTS – EXTRUSION PROCESS

Audit of: Extrusion process	Auditor: Ali Taha	Audit Criteria: Manufacturer manual	Auditees:
<p>Audit Evidence:</p> <p>Job form was clear with data and order information, date showed 2/5/2022 and order # was 4100 and the target machine was Ext 4 and set temp was 400F</p>			
<p>Evaluation:</p> <p>During the search for evidence related to the audit criteria the information provided support the criteria is met.</p>			
Effectiveness:			

### CONFORMITY REPORTS – EXTRUSION PROCESS

Audit of: Extrusion process	Auditor: Ali Taha	Audit Criteria: ISO/9000 (8.2.3.1) (Review of the requirements for products and services)	Auditees:
<p>Audit Evidence:</p> <p>customer requirements mentioned in Job form and date was for the job observed was 2/4/2023 and Ref3 1134 and path was come from customer department to Ext. department and approved was 2/4/2023</p>			
<p>Evaluation:</p> <p>During the search for evidence related to the audit criteria the information provided support the criteria is met.</p>			
Effectiveness:			

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<b>NONCONFORMITY REPORT</b>		
Incident Identification Number: 000000.00001		
Non-Conformity Report #. 1	Auditor (s): Ali Taha	Date: February 9, 2023
Audit of : Extrusion process	Audit Criteria: ISO9000/7.4 (How you determine your internal communication relevant to material	
Statement of Nonconformity:  During the observed the department manager not provide the requirements evidence support the internal communication  Responsible Party: Alberto Quintanilla		
Auditor Signature:		Signature:

<b>OPPORTUNITY REPORT</b>		
Incident Identification Number: 000000.00001		
Opportunity Report #: 1	Auditor (s): Ali Taha	Date: February 9, 2023
Audit of : Extrusion process	Audit Criteria: ISO 9001:2015 8.5.1 -Control of Production and Servicer Provision	
Statement of Opportunity:  There is an opportunity for the process owner to investigate further to determine the issue with the processing. During the audit it was noted that no control clear for the human error.  Responsible Party: Alberto Quintanilla		
Auditor Signature:		Signature:

<b>OPPORTUNITY REPORT</b>
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Incident Identification Number: 000000.00002		
Opportunity Report #: 2	Auditor (s): Ali Taha	Date: February 9, 2023
Audit of : Extrusion process	Audit Criteria: SOP Procedures	
<p>Statement of Opportunity:</p> <p>There is an opportunity for the process owner to investigate further to determine the issue with the processing. During the audit it was noted that no Procedures are clear for the core change</p> <p>Responsible Party: Alberto Quintanilla</p>		
Auditor Signature:		Signature:

<p align="center"><b>OPPORTUNITY REPORT</b></p> <p align="center">Incident Identification Number: 000000.00003</p>		
Opportunity Report #: 3	Auditor (s): Ali Taha	Date: February 9, 2023
Audit of : Extrusion process	Audit Criteria: Production record	
<p>Statement of Opportunity:</p> <p>During the observed the result was not clear and were many opinions ways for waste record</p> <p>Responsible Party: Alberto Quintanilla</p>		
Auditor Signature:		Signature:

<p align="center"><b>CONFORMITY REPORTS – LAMINATION PROCESS</b></p>			
Audit of: Lamination process	Auditor: Alan Garcia	Audit Criteria: ISO 9001:2015 8.5.1 -Control of Production and Servicer Provision	Auditees:
<p>Audit Evidence:</p> <p>Department has a Standard Operating Procedure on how to manage adhesive.</p>			
<p>Evaluation:</p>			

It was observed during the tour of the lamination production area that employees have easy access to their standard operating procedure on how to handle adhesive. This is in accordance to the requirements in ISO 9001:2015 clause 8.5.1.

Effectiveness:

## CONFORMITY REPORTS – LAMINATION PROCESS

Audit of: Lamination process	Auditor: Alan Garcia	Audit Criteria: ISO 9001:2015 8.1 Operational planning and control	Auditees:
Audit Evidence:			
The tension settings are documented in the "lamination procedure" S.O.P. The tension settings are recorded in the production report.			
Evaluation:			
It was observed during the tour of the lamination production area that employees have easy access to their standard operating procedure that documents the parameters for tension . This is in accordance to the requirements in ISO 9001:2015 clause 8.1			
Effectiveness:			

## CONFORMITY REPORTS – LAMINATION PROCESS

Audit of: Lamination process	Auditor: Alan Garcia	Audit Criteria: ISO 9001:2015 7.1.5.2. Measurement traceability	Auditees:
Audit Evidence:			
The scale had a calibration sticker due may 2023			
Evaluation:			
It was observed during the tour of the lamination production area that the scale that was used for the glue ratios was calibrated and up to date. This is in accordance to the requirements in ISO 9001:2015 clause 7.1.5.2			
Effectiveness:			

NONCONFORMITY REPORT		
Incident Identification Number: 000000.00002		
Non-Conformity Report #: 1	Auditor (s): Alan Garcia	Date: February 9, 2023
Audit of : Lamination process	Audit Criteria: ISO 9001:2015 8.5.1.C	
<p>Statement of Nonconformity:</p> <p>It was observed during the tour of the lamination production area that 5 out of 10 production reports had empty fields in the lamination machine running condition section. This is contrary to the requirements in ISO 9001:2015 8.5.1.c.</p> <p>Responsible Party: Karla Horak</p>		
Auditor Signature:		Signature:

OPPORTUNITY REPORT		
Incident Identification Number: 000000.00001		
Opportunity Report #: 1	Auditor (s): Alan Garcia	Date: February 9, 2023
Audit of : Lamination process	Audit Criteria: ISO 9001:2015 8.1 Operational planning and control	
<p>Statement of Opportunity:</p> <p>There is an opportunity for the process owner to investigate that the operator is following the SOP. During the interview it was noted that the operator had no relevant information of the glue ratios.</p> <p>Responsible Party: Karla Horak</p>		
Auditor Signature:		Signature:

CONFORMITY REPORTS – BAGGING PROCESS			
Audit of: Bagging process	Auditor: Alejandro alana	Audit Criteria: ISO 9001:2015 8.5.1 -Control of Production and Servicer Provision	Auditees:

Audit Evidence:
Documentation of zipper roll batch are maintain and retained, it was checked on 2/9/2023 ref#0020 and signed by production supervisor Merlyn Zeledon.
Evaluation:
Evidence was found on compliance of the required documentation for clause 8.5.1
Effectiveness:

### CONFORMITY REPORTS – BAGGING PROCESS

Audit of: Bagging process	Auditor: Alejandro alana	Audit Criteria: ISO 9001:2015 8.5.1(a)(1) -the characteristics of the products to be produced, the services to be provided, or the activities to be performed	Auditees:
Audit Evidence:			
Production reports describing products are maintain and retained, evidence reviewed on 2/7/2023, each has a Ref#001 besides the work order currently running and signed by production supervisor Merlyn and QC Ana.			
Evaluation:			
Evidence found of description of products regarding 8.5.1(a)(1)			
Effectiveness:			

### CONFORMITY REPORTS – BAGGING PROCESS

Audit of: Bagging process	Auditor: Alejandro alana	Audit Criteria: ISO 9001:2015 8.3.2(j) -The documented information needed to demonstrate that design and development requirements have	Auditees:
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	been met.	
<p>Audit Evidence:</p> <p>Evidence found on production floor for order 887741 in which a sample bag is on the work center for QC, design signed off by QC Manager Valeria Morales.</p>		
<p>Evaluation:</p> <p>Compliance to maintain documentation that the product design is met under clause 8.3.2(j)</p>		
<p>Effectiveness:</p>		

### CONFORMITY REPORTS – BAGGING PROCESS

Audit of: Bagging process	Auditor: Alejandro alana	Audit Criteria: ISO 9001:2015 9.3.2(d) -The adequacy of resources	Auditees:
<p>Audit Evidence:</p> <p>Evidence of Maintenance plan provided to ensure adequacy of the resources, last maintenance performed on 12/15/2022 and signed off by Maintenance Manager Ahmed Abdulkareem.</p>			
<p>Evaluation:</p> <p>Evidence found compliance of clause 9.3.2(d) for Adequacy of Resources</p>			
<p>Effectiveness:</p>			

### NONCONFORMITY REPORT

Incident Identification Number: 000000.00003		
Non-Conformity Report #: 1	Auditor (s): Alejandro alana	Date: February 9, 2023
Audit of : Bagging process	Audit Criteria: ISO 9001:2015 8.5.2 -Identification and traceability	
<p>Statement of Nonconformity:</p> <p>During the Audit we observed missing information on the report for order 887500, failing to comply clause 8.5.2</p>		

Responsible Party: Moises Avila	
Auditor Signature:	Signature: