

# May Pen Tax Office

## ISO 9001:2015 Quality Management System Audit

### Internal Audit Report

## CONFORMITY REPORTS – DRIVER'S LICENCE APPLICATION AND PRODUCTION (NEW AND RENEWAL)

Audit of: Driver's Licence Application and Production (New and Renewal)	Auditor: Senatra Lewis	Audit Criteria: ISO 9001-2015 clause 8.5.2	Auditees: Judith Peart Calloo
<p>Audit Evidence:</p> <p>There were 19 application forms examined and 100% had the receipts number affixed to the F7 form</p>			
<p>Evaluation:</p> <p>The audit revealed that receipts are issued to taxpayer after payment and conforms to ISO -9001-2015-8.5.2 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 – DRIVER'S LICENCE APPLICATION AND PRODUCTION (NEW AND RENEWAL)

Audit of: Driver's Licence Application and Production (New and Renewal)	Auditor: Senatra Lewis	Audit Criteria: ISO 9001-2015 clause 8.1b	Auditees: Judith Peart Calloo
<p>Audit Evidence:</p> <p>The taxpayer was observed presenting the expired license to the T/O on Thursday July 8,2021 at the office and this is taken as evidence in the collecting the license.</p>			
<p>Evaluation:</p> <p>During the audit it was determined that taxpayers would have present their expired ID prior to receiving the new on and this conforms with ISO 8.1b which states that " The organization shall plan, implement and control the process needed to meet the requirements for the provision of products and services and to implement the actions determined in the process and the acceptance of products and services;</p>			
<p>Effectiveness:</p>			

## NONCONFORMITY REPORT

Incident Identification Number: 000000.00001		
Non-Conformity Report #: 1	Auditor (s): Senatra Lewis	Date: July 7, 2021
Audit of : Driver's Licence Application and Production (New and Renewal)	Audit Criteria: ISO 9001-2015 8.2.2(A2)	
<p>Statement of Nonconformity:</p> <p>During the audit it was determined that the application forms for three (3) taxpayers were incomplete and were not completed contrary to SOP 2 - 5(renewal) of drivers license and ISO 7.3.d which states that the organization shall ensure that persons doing the work under the organization control are aware of the implications of not conforming with the quality management system requirements.</p>		
Responsible Party: Leighton Hewitt		
Auditor Signature:		Signature:

NONCONFORMITY REPORT		
Incident Identification Number: 000000.00002		
Non-Conformity Report #: 2	Auditor (s): Senatra Lewis	Date: July 7, 2021
Audit of : Driver's Licence Application and Production (New and Renewal)	Audit Criteria: ISO 9001-2015 clause 8.1b	
<p>Statement of Nonconformity:</p> <p>During the audit it was determined that 100 % of the applicants didn't sign the F7 as stated in flow chart nor were the dispatch method of RaiS present in SOP or a dispatch book used to have applicant sign for license in flow chart. This is non conformity to #13 of flow chart which states signature and date to F7 and ISO 8.1b which states that The organization shall plan, implement and control the process needed to meet the requirements for the provision of products and services and to implement the actions determined in the establishing criteria for the process and the acceptance of the products and services:</p>		
Responsible Party: Leighton Hewitt		
Auditor Signature:		Signature:

NONCONFORMITY REPORT		
Incident Identification Number: 000000.00003		
Non-Conformity Report #: 3	Auditor (s): Senatra Lewis	Date: July 7, 2021
Audit of : Driver's Licence Application and Production (New and Renewal)	Audit Criteria: ISO 9001:2015 clause 8.5.1 c	
<p>Statement of Nonconformity:</p> <p>During the audit it was determined that there was non conformity to ISO 8.5.1c as human error that should have been identified by vetting had 25 of 68 or 36.7% cancelled rate as ISO 8.5.1c states that " the organization shall implement production and services provision under controlled conditions shall include; The implementation of monitoring and measuring activities at appropriate stages to verify that criteria for control of processes or output and acceptance criteria for products and services, have been met;</p> <p>Responsible Party: Leighton Hewitt</p>		
Auditor Signature:		Signature:

NONCONFORMITY REPORT		
Incident Identification Number: 000000.00004		
Non-Conformity Report #: 4	Auditor (s): Senatra Lewis	Date: July 7, 2021
Audit of : Driver's Licence Application and Production (New and Renewal)	Audit Criteria: ISO 9001:2015 clause 7.5.1	
<p>Statement of Nonconformity:</p> <p>During the audit it was determined that 10% of application sampled for the period April to June 2021 were not in conformity as the class of license and transaction were totally omitted from the form with the required standard ISO 7.5.1 requires ,it states that the organization quality management system shall include: documented information required by the international standard</p> <p>Responsible Party: Leighton Hewitt</p>		

Auditor Signature:	Signature:
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