

Audit of:	Auditor: Recardo	Audit Criteria: ISO	Auditees:
Preventatve	Rowe	9001 2015: 7.1.5.1	
Maintenance -			
Property			
Audit Evidence:			
Invoices for the bi-w	eekly servicing of Sar	nitary bins for the perio	od June 2021 to
August 2021 were re	viewed and invoices o	on file were stamped a	nd signed services
satisfactorily complet	ed for: Invoice # Perio	od Inv. Date Remarks	05033895 16/7/2021
- 15//8/2021 16/7/202	21 Certified 05032048	16/5/2021 - 15/6/202	1 17/5/2021 Certified
No invoices were sub	mitted for August 202	21 and no service repo	orts were seen for the
Falmouth Tax Office	for the period June 20	021 to August 2021	
Evaluation:			
During the audit of t	he preventative maint	tenance - property pro	cess on September
15, 2021 it was estab	lished that invoices for	or payment for service	s rendered were
stamped service satis	sfactorily completed for	or invoice # 05033895	, 05032048 for the
period June 2021 to /	August 2021. This wa	s in conformance with	ISO 9001:2015
clause 7.15.1 which s	states "The organizati	on shall determine and	d provide the
resources needed to	ensure valid and relia	able results when mon	itoring or measuring
is used to verify the c	onformity of products	and services to require	rements. The
organization shall reta	ain appropriate docun	nented information as	evidence of fitness
for purpose of the mo	nitoring and measure	ement resources"	
Effectiveness:			
1			

## CONFORMITY REPORTS – PREVENTATVE MAINTENANCE - PROPERTY

Audit of:	Auditor: Recardo	Audit Criteria: ISO	Auditees:
Preventatve	Rowe	9001:2015 clause	
Maintenance -		7.1.4 (c)	
Property			
Audit Evidence:			

Walkthrough conducted on September 15, 2021 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 September

15, 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:

Audit of:	Auditor: Recardo	Audit Criteria: ISO	Auditees:
Preventatve	Rowe	9001:2015 clause	
Maintenance -		7.1.4 (c)	
Property			

Audit Evidence:

Walkthrough conducted on September 15, 2021 revealed walk ways and emergency exits were in place and were clearly and properly labelled.

#### Evaluation:

During the audit of the preventative maintenance - property process on September 15, 2021 it was established that emergency exits were in place at the Falmouth 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: 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 – PREVENTATVE MAINTENANCE - PROPERTY

Audit of:	Auditor: Recardo	Audit Criteria: ISO	Auditees:
Preventatve	Rowe	9001:2015 clause	
Maintenance -		7.1.4 (c)	

Property				
Audit Evidence:				
Walkthrough cond	ucted on Sep	otember 15, 2021 reve	ealed the existence	of a ramp at
the entrance of the	building that	gave access to physi	cally challenged ind	lividuals .
whether by wheelch	nair or otherw	vise		
Evaluation:				
15, 2021 it was estabuilding that gave a or otherwise. This worganization shall doperation of its produced suitable environma) social (e.g. non-ostress-reducing, bu	ablished that access to phy was conforming tetermine, processes and to be a discriminatory rnout prevent	ative maintenance - p a ramp was construct sically challenged ind ng with ISO 9001:201 ovide and maintain the achieve conformity of combination of huma of, calm, non-confrontation, emotionally prote t, airflow, hygiene, no	ted at the entrance lividuals whether by 5 7.1.4 which states e environment nece of products and servan and physical factational); b) psycholoective); c) physical (	of the wheelchair s " The essary for the vices. NOTE ors, such as:
Effectiveness:				

Audit of:	Auditor: Recardo	Audit Criteria: ISO	Auditees:
Preventatve	Rowe	9001:2015 clause	
Maintenance -		7.1.4 (c)	
Property			

### Audit Evidence:

Walkthrough exercise conducted on September 15, 2021 revealed bathroom facilities were provided for Taxpayers and were kept clean.

#### Evaluation:

During the audit of the preventative maintenance - property process on September 15, 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:			

Audit of:	Auditor: Recardo	Audit Criteria: ISO	Auditees:
Preventatve	Rowe	9001:2015 clause	
Maintenance -		7.1.4 (c)	
Property			

Audit Evidence:

Walkthrough conducted on September 15, 2021 revealed there were signs and labels in place throughout the Tax Office for Taxpayers to identify different Units to conduct business.

#### **Evaluation:**

During the audit of the preventative maintenance property process on September 15, 2021 it was established that as there were signs and labels identified throughout the Tax Office for Taxpayers to identify different Units to conduct business. 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. 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:

NONCONFORMITY REPORT			
Incident Identification Number: 000000.00001			
Non-Conformity Report   Auditor (s): Recardo Rowe   Date: September 24, 2021			
#: 1			
Audit of : Preventatve	Audit Criteria: ISO		
Maintenance - Property	9001:2015 clause 7.1.3 (a)		

Statement of Nonconformity:

During the audit of the preventative maintenance property process on September 15, 2021 it was established that a preventative maintenance schedule was not in place for the Falmouth Tax Office. This was not in conformance with ISO 9001:2015 clauses 7.1.3 a & b and 7.5.3.1 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, and "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; b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity)." respectively.

Responsible Party: Sandra Logan			
Auditor Signature:	Signature:		
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NONCONFORMITY DEPORT			

NONCONFORMITY REPORT			
Incident Identification Number: 000000.00002			
Non-Conformity Report   Auditor (s): Recardo Rowe   Date: September 24, 2021			
#: 2			
Audit of : Preventatve	Audit Criteria: ISO		
Maintenance - Property	9001:2015 clause 7.1.3 (a)		

Statement of Nonconformity:

During the audit of the preventative maintenance property process on September 15, 2021 it was established that preventative maintenance work carried out for the period June 2021 to August 2021 were not formally recorded by the Maintenance Officer to show maintenance activities were carried out. This was not in conformance with ISO 9001:2015 7.5.3.1 a & b 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; b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity)." respectively.

Responsible Party: Sandra Logan	
Auditor Signature:	Signature:

NONCONFORMITY REPORT					
Incident Identification Number: 000000.00003					
Non-Conformity Report	Auditor (s): Recardo Rowe	Date: September 24, 2021			
#: 3					
Audit of : Preventatve	Audit Criteria: ISO				
Maintenance - Property	9001:2015 clause 7.5.3.1 a &				

6/8

	b				
Statement of Nonconformity:					
15, 2021 it was establishe period June 2021 to Augu Officer to show maintenar with ISO 9001:2015 7.5.3 the quality management s	ed that preventatives to 2021 were not not activities were activities were at a & b which staystem and by this and suitable for	ve maintenant formally reconstance e carried out. ates "Docume s Internationa use, where a	This was not in conformance ented information required by al Standard shall be controlled and when it is needed; b) it is		
Responsible Party: Sand	Ira Logan				
Auditor Signature:		Signature:			
	NONCONFOR	MITY REP	ORT		
	ent Identification				
Non-Conformity Report #: 4	Auditor (s): Rec	ardo Rowe	Date: September 24, 2021		
Audit of : Preventatve	Audit Criteria: ISO				
	9001:2015 clause	e 7.1.4 (c)			
15, 2021 it was established fire extinguishers at the Faserviced November 2017 7.1.4 c and 7.5.3.1 a & b was maintain the environment conformity of products and combination of human and	reventative mainted that no service almouth Tax Office. This was not in which states "The necessary for the d services. NOTEd physical factors w, hygiene, noise at system and by	contracts was e and that fir conformance e organization of A suitable e, such as: c) and "Docur this Internation	with ISO 9001:2015 clauses in shall determine, provide and fits processes and to achieve nvironment can be a physical (e.g. temperature, mented information required onal Standard shall be		
Responsible Party: Sand	Ira Logan				
Auditor Signature:		Signature:			

7/8

NONCONFORMITY REPORT						
Incident Identification Number: 000000.00005						
Non-Conformity Report	Auditor (s): Rec	ardo Rowe	Date: September 24, 2021			
<b>#</b> : 5						
Audit of : Preventatve	Audit Criteria: IS	SO				
Maintenance - Property	9001:2015 clause	e 8.4.1 (a)				
Statement of Nonconformity:						
During the audit of the preventative maintenance property process on September 15, 2021 it was established that no performance evaluation was implemented to evaluate suppliers at the end of contracts. This was not in conformance with ISO 9001:2015 clause 8.4.1 which states "The organization shall ensure that externally provided processes, products and services conform to requirements. The organization shall determine the controls to be applied to externally provided processes, products and services when: a) products and services from external providers are intended for incorporation into the organization's own products and services;"						
Responsible Party: Sandra Logan						
Auditor Signature:		Signature:				

8/8