

St. Andrew RSC

Scheduled QMS Audit

Internal Audit Report

CONFORMITY REPORTS – SUBSTITUTE MOTOR VEHICLE TITLES

Audit of: Substitute Motor Vehicle Titles	Auditor: Tasha Henry	Audit Criteria: ISO 9001:2015 7.5.3.2b	Auditees: Juliet Burgher
<p>Audit Evidence:</p> <p>On the 17.12.2021 an audit inspection was carried out. The observation revealed that MV01 retained are kept in 2 cabinets behind the taxpayer service officers. They are properly secured and kept in labelled file jackets.</p>			
<p>Evaluation:</p> <p>The audit inspection revealed conformity to ISO 9001:2015, clause 7.5.3.2 (b) Which states that; For the control of documented information, the organization shall address the following activities, as applicable: (b) Storage and preservation, including preservation of legality. The inspection revealed that MV01 copy retained are securely kept in 2 cabinet in the taxpayer service section. The inspection was carried out on the 17.12.2021.</p>			
<p>Effectiveness:</p>			

CONFORMITY REPORTS – SUBSTITUTE MOTOR VEHICLE TITLES

Audit of: Substitute Motor Vehicle Titles	Auditor: Tasha Henry	Audit Criteria: ISO 9001:2015 Clause 7.5.3.2	Auditees: Juliet Burgher
<p>Audit Evidence:</p> <p>The advice, IT print out and and MVO1 application form processed on December 02, 2021 was examined. The examination of the documents revealed that three (3) substitute was processed. All was seen and verified as per report.</p>			
<p>Evaluation:</p> <p>During the audit of the substitute of title process, it was determine that there was conformity to ISO;9001:2015 clause 7.5.3.2, Which states that For the control of documented information, the organization shall address the following activities, as applicable: (d) retention and disposition. This was evident when the IT printout, advice and MV01 forms was examined and all as per reported was accounted for</p>			
<p>Effectiveness:</p>			

CONFORMITY REPORTS – SUBSTITUTE MOTOR VEHICLE TITLES

Audit of: Substitute Motor Vehicle Titles	Auditor: Tasha Henry	Audit Criteria: ISO 9001:2015, clause 7.5.3.2 (a)	Auditees: Juliet Burgher
<p>Audit Evidence:</p> <p>The title room was examined on the 26.11.2021. A key is used to access the room. The door is kept open during the day and locked at the end of the day, and keys kept in the vault. A camera is located at upon entry to the room. Titles are kept in cabinet and on shelf. The area is adequately secured.</p>			
<p>Evaluation:</p> <p>The physical inspection of the title room where titled are stored after receipt from NMVR. The inspection revealed conformity to ISO 9001:2015, clause 7.5.3.2 (a) For the control of documented information, the organization shall address the following activities, as applicable: (a) distribution, access, retrieval and use . This was evident when the title room was inspected on 26.11.2021 and found good.</p>			
<p>Effectiveness:</p>			

CONFORMITY REPORTS – SUBSTITUTE MOTOR VEHICLE TITLES

Audit of: Substitute Motor Vehicle Titles	Auditor: Tasha Henry	Audit Criteria: ISO 9001:2015, clause 7.5.3.2 (a)	Auditees: Juliet Burgher
<p>Audit Evidence:</p> <p>The dispatched register was examined on the 10.12.2021 for substitutes processed on November 23-26, 29 -30, 2021. All was accounted for.</p>			
<p>Evaluation:</p> <p>The audit examination carried out on the dispatched register revealed conformity to ISO 9001:2015, clause 7.5.3.2 (a) For the control of documented information, the organization shall address the following activities, as applicable: (a) distribution, access, retrieval and use. This was evident when the dispatched register was examined and found good on the 10.12.2021.</p>			
<p>Effectiveness:</p>			

CONFORMITY REPORTS – SUBSTITUTE MOTOR VEHICLE TITLES

Audit of: Substitute Motor Vehicle Titles	Auditor: Tasha Henry	Audit Criteria: ISO 9001:2015, clause 7.5.3.2 (a)	Auditees: Juliet Burgher
---	----------------------	---	--------------------------

<p>Audit Evidence:</p> <p>An interview was carried out with the manager of Taxpayer Service on 26.11.2021 who revealed that all Taxpayer Servicer Staff and AGM have Access to title.</p>
<p>Evaluation:</p> <p>The audit investigation carried out to ascertained who has access to title. The investigation via interview revealed conformity to ISO 9001:2015, clause 7.5.3.2 (a) For the control of documented information, the organization shall address the following activities, as applicable: (a) distribution, access, retrieval and use . This was evident from the respond from interview with the taxpayer Service manager on the 26.11.2021 that all Taxpayer Service Staff have access to titles.</p>
<p>Effectiveness:</p>

NONCONFORMITY REPORT		
Incident Identification Number: 000000.00001		
Non-Conformity Report #: 1	Auditor (s): Tasha Henry	Date: November 30, 2021
Audit of : Substitute Motor Vehicle Titles	Audit Criteria: ISO 9001:2015, clause 7.5.3.2 (a)	
<p>Statement of Nonconformity:</p> <p>During the review of the Motor Vehicle Title process it was determined that there was non conformity to Motor Vehicle Title SOP #81 which records "Taxpayer Service Officer LOGS Title from MVTTS and issues to taxpayer" as 3 titles were not seen dispatched/Logged from from MVTTS.</p>		
Responsible Party: Denise McLean-Powell		
Auditor Signature:		Signature: