

St. Andrew RSC

Scheduled QMS Audit

Internal Audit Report

| NONCONFORMITY REPORT | | |
|--|---|-------------------------|
| Incident Identification Number: 000000.00001 | | |
| Non-Conformity Report #: 1 | Auditor (s): Trisha McDonald | Date: November 30, 2021 |
| Audit of : Management | Audit Criteria: ISO 9001:2015 clause 6.2.1 (e, g) | |
| <p>Statement of Nonconformity:</p> <p>During the audit of the review of the Monthly Quality Objectives Report it was determined that there was non-conformity to ISO 9001:2015 clause 6.2.1 (e, g) as the monthly quality objectives report reviewed for the period July to October 2021 were incomplete as the performance measures , current period performance for the processes of Registration of Motor Vehicle, Application for Titles, Production of Titles, Audit and Refunds were missing from the reports.</p> <p>Responsible Party: Venis Erskine Kerr</p> | | |
| Auditor Signature: | | Signature: |

| NONCONFORMITY REPORT | | |
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| Incident Identification Number: 000000.00002 | | |
| Non-Conformity Report #: 2 | Auditor (s): Trisha McDonald | Date: November 30, 2021 |
| Audit of : Management | Audit Criteria: ISO 9001:2015 clause 6.1.1 and 6.1.2 | |
| <p>Statement of Nonconformity:</p> <p>During the review of the Risk Registers for the months of June to October 2021 it was determined that there was non-conformity to ISO 9001:2015 clause 6.1.1 and 6.1.2 which states "When planning for the quality management system, the organization shall consider the issues.... The organization shall plan actions to address these risks and opportunities...". The risk registers were not being maintained to record the KRI and Risk Implementation Status.</p> <p>Responsible Party: Venis Erskine Kerr</p> | | |
| Auditor Signature: | | Signature: |

| NONCONFORMITY REPORT | | |
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| Incident Identification Number: 000000.00003 | | |
| Non-Conformity Report #: 3 | Auditor (s): Trisha McDonald | Date: November 30, 2021 |
| Audit of : Management | Audit Criteria: ISO 9001:2015 clause 9.1.3 (b) | |
| <p>Statement of Nonconformity:</p> <p>During the review of the Customer feedback process it was determined that there was non-compliance to ISO 9001:2015 clause 9.1.3 (b) which states "The organization shall analyses and evaluate appropriate data and information arising from monitoring and measurement. The degree of analysis shall be used to evaluate: (b) the degree of customer satisfaction". The Customer feedback log was incomplete, as it did not record the source of the feedback, the resolution recorded in one instance was not a resolution, the Officer managing the feedback was at times not recorded and where the resolution was to be dealt with external to the location, there was no record of follow up /monitoring that action was taken.</p> <p>Responsible Party: Venis Erskine Kerr</p> | | |
| Auditor Signature: | | Signature: |

| NONCONFORMITY REPORT | | |
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| Incident Identification Number: 000000.00004 | | |
| Non-Conformity Report #: 4 | Auditor (s): Trisha McDonald | Date: November 30, 2021 |
| Audit of : Management | Audit Criteria: ISO 9001:2015 clause 5.2.2 | |
| <p>Statement of Nonconformity:</p> <p>During the review of the communication of the Quality Policy, it was ascertained that there was non-conformity to ISO 9001:2015 clause 5.2.2 which states the Quality Policy shall be available to relevant interested parties; as the Quality Policy Statement was not displayed for taxpayers to see.</p> <p>Responsible Party: Venis Erskine Kerr</p> | | |
| Auditor Signature: | | Signature: |