Spanish Town Tax Office ISO 9001:2015 Quality Management System Audit Internal Audit Report

CONFORMITY REPORTS – PREVENTATVE MAINTENANCE - PROPERTY

Audit of:	Auditor: Recardo	Audit Criteria: ISO	Auditees: Andrew
Preventatve	Rowe	9001:2015 Clause	Shaw
Maintenance -		7.1.3 (a)	
Property			
Audit Evidence:			
Preventative Mainte	nance schedule was	provided, however the	Property Manager
	that the schedule was		
2021.			,
Evaluation:			
During the audit of t	he preventative maint	enance property proc	ess on August 18,
2021 it was establish	ed that a preventative	maintenance schedu	le was in place for
the Spanish Town Ta	x Office. This was in	conformance with ISC	9001:2015 clauses
7.1.3 a & b and 7.5.3	.1 a & b which states	"The organization sha	ıll determine, provide
and maintain the infra	astructure necessary f	for the operation of its	processes and to
achieve conformity of	f products and service	es a) buildings and ass	sociated utilities; b)
equipment, and "Doc	umented information	required by the quality	/ management
system and by this In	ternational Standard	shall be controlled to e	ensure: a) it is
available and suitable	e for use, where and v	vhen it is needed; b) it	t is adequately
protected (e.g. from le	oss of confidentiality,	improper use, or loss	of integrity)."
respectively.			
Effectiveness:			

CONFORMITY REPORTS – PREVENTATVE MAINTENANCE - PROPERTY

Audit of:	Auditor: Recardo	Audit Criteria: N/A	Auditees: Andrew
Preventatve	Rowe		Shaw
Maintenance -			
Property			

Audit Evidence:

Service Contract for Janitorial and Garbage Disposal were requested and obtained. However, the Property Manager informed the Auditor that currently at the Spanish Town Tax Office an arrangement has been made with GMC Haulage Ltd to remove garbage from the location as service contract provider, Premier Waste Management. Ltd. has not commence services due to the fact that the pervious contractor's skip remains on the premises of the Tax Office.

Evaluation:

During the audit of the preventative maintenance property process on July 8, 2021 it was established that service contracts were in place for both janitorial and garbage disposal at the Spanish Town Tax Office. This was in conformance with ISO 9001:2015 clauses 7.1.4 c and 7.5.3.1 a & b 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: c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise) 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.

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CONFORMITY REPORTS - PREVENTATVE MAINTENANCE -PROPERTY

Audit of:	Auditor: Recardo	Audit Criteria: ISO	Auditees: Andrew
Preventatve	Rowe	9001:2015 Clause	Shaw
Maintenance -		7.1.4 (a, b, c)	
Property			

Audit Evidence:

Walkthrough conducted on August 18, 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 August 18, 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:

CONFORMITY REPORTS - PREVENTATVE MAINTENANCE -

PROPERTY

Audit of:	Auditor: Recardo	Audit Criteria: ISO	Auditees: Andrew
Preventatve	Rowe	9001:2015 Clause	Shaw
Maintenance -		7.1.4 (a, b, c)	
Property			

Audit Evidence:

Walkthrough conducted August 18, 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 August 18, 2021 it was established that walk ways and emergency exits were in place at the May Pen 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)

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CONFORMITY REPORTS – PREVENTATVE MAINTENANCE - PROPERTY

Audit of:	Auditor: Recardo	Audit Criteria: ISO	Auditees: Andrew
Preventatve	Rowe	9001:2015 Clause	Shaw
Maintenance -		7.1.4 (a, b, c)	
Property			

Audit Evidence:

Walkthrough conducted on August 18, 2021 revealed the existence of a ramp at the entrance of the building that gave access to physically challenged individuals whether by wheelchair or otherwise

Evaluation:

During the audit of the preventative maintenance - property process on August 18, 2021 it was established that a ramp was constructed at the entrance of the building that gave access to physically challenged individuals whether by wheelchair or otherwise. 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 environme	ent can be a combinat	ion of human and phy	sical factors, such as:
a) social (e.g. non-di	scriminatory, calm, no	on-confrontational); b)	psychological (e.g.
stress-reducing, burr	nout prevention, emoti	onally protective); c) p	ohysical (e.g.
temperature, heat, h	umidity, light, airflow,	hygiene, noise)	
Effectiveness:		,	
CONFORMITY	REPORTS – PRI	EVENTATVE MAI	NTENANCE -
	PROPI		
Audit of:	Auditor: Recardo	Audit Criteria: ISO	Auditees: Andrew
Preventatve	Rowe	9001:2015 Clause	Shaw
Maintenance -		7.1.4 (a, b, c)	J. I. A. I.
Property			
Audit Evidence:		ı	ı
Walkthrough exerci	se conducted on Augi	ust 18, 2021 revealed	bathroom facilities
and kept clean howe	ver, the male and fem	ale bathroom facilities	s provided for
Taxpayers are in a d	eplorable condition ar	nd requires repair.	·
Evaluation:			
During the audit of	the preventative main	tenance - property pro	ocess on August 18,
_	nducted established t		
	kept clean. This was		
	rganization shall deter	•	
	•	•	achieve conformity of
F			combination of human
1	such as: a) social (e.	-	
, , , ,	sychological (e.g. stre	O .	•
	e); c) physical (e.g. te	mperature, heat, hum	idity, light, airflow,
hygiene, noise)			
Effectiveness:			
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CONFORMITY REPORTS – PREVENTATVE MAINTENANCE - PROPERTY

Audit of: Preventatve Maintenance - Property	Audit Criteria: ISO 9001:2015 Clause 7.1.4 (a, b, c)	Auditees: Andrew Shaw
Audit Evidence:		

_	on August 18, 2021 revealed Office for Taxpayers to identif	there were signs and labels in y different Units to conduct
Evaluation:		
2021 it was established the which states "The organize necessary for the operation and services. a) social (e.psychological (e.g. stressphysical (e.g. temperature	on of its processes and to aching non-discriminatory, calm, no reducing, burnout prevention, heat, humidity, light, airflow, I throughout the Tax Office for	g with ISO 9001:2015 7.1.4 and maintain the environment eve conformity of products on-confrontational); b)
Effectiveness:		
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Incid	ent Identification Number: 000	000.00001
Non-Conformity Report	Auditor (s): Recardo Rowe	Date: August 31, 2021

	NONCONFORMITY REP	ORT		
Incid	ent Identification Number: 000	000.00001		
Non-Conformity Report	Auditor (s): Recardo Rowe	Date: August 31, 2021		
#: 1				
Audit of : Preventatve	Audit Criteria: ISO			
Maintenance - Property 9001:2015 Clause 7.1.3 (a)				
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Statement of Nonconformity:

During the audit of the preventative maintenance property process August 18, 2021 it was established that monthly report for preventative maintenance work carried out for the period May 2021 - June 2021 were not presented by the Maintenance Officer to show schedule maintenance was executed. This was not in conformance with ISO 9001:2015 7.1.3 a 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;"

Responsible Party: Sandra Logan	
Auditor Signature:	Signature:

NONCONFORMITY REPORT				
Incident Identification Number: 000000.00002				
Auditor (s): Recardo Rowe	Date: August 31, 2021			
9	nt Identification Number: 000			

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Audit of : Preventatve	Audit Criteria: N/A					
Maintenance - Property						
Statement of Nonconformity:						
During the audit of the preventative maintenance property process on August 18,						
	2021 it was established that no documentary evidence/record was presented to show					
maintenance activities were executed accordance with the maintenance schedule						
presented for the period 2						
	· · ·		ited information required by			
, ,	•		al Standard shall be controlled and when it is needed; b) it is			
adequately protected (e.g			-			
integrity). "	. 110111 1033 01 0011	nacinality, in	1910901 430, 01 1033 01			
intogrity).						
Responsible Party: Sandra Logan						
Auditor Signature:		Signature:				
	NONCONFOR	AAITY DED	ODT			
	NONCONFOR	MILLY REP	ORI			
Incid	ent Identification	Number: 000	000 00003			
Non-Conformity Report	Auditor (s): Rec		Date: August 31, 2021			
#: 3	/ tadital (a): 1100	arao momo	Date: / tagast 51, 2521			
Audit of : Preventatve	Audit Criteria: IS	80				
Maintenance - Property	9001:2015 Claus	e 8.2.3.2 (a,				
	(b)					
Statement of Nonconformity:						
	•					
	•					
			erty process on August 18,			
2021 it was established th	at the preventativ	/e maintenan	ce work carried out by the			
2021 it was established th Maintenance Officer were	at the preventation not being monitor	/e maintenan ored as no do	ce work carried out by the cumentary evidence was			
2021 it was established th Maintenance Officer were presented to show monito	at the preventative not being monitouring. This was no	ve maintenan ored as no do ot in conforma	ce work carried out by the cumentary evidence was unce with ISO 9001:2015			
2021 it was established the Maintenance Officer were presented to show monito clause 8.2.3.2 (a) which s	at the preventative not being monitouring. This was no tates "The organi	ve maintenan pred as no do of in conforma zation shall re	ce work carried out by the cumentary evidence was ince with ISO 9001:2015 etain documented			
2021 it was established the Maintenance Officer were presented to show monito clause 8.2.3.2 (a) which sinformation, as applicable	nat the preventative not being monitor ring. This was no tates "The organitates" a) on the results	ve maintenan ored as no do ot in conforma zation shall ro s of the reviev	ce work carried out by the cumentary evidence was ince with ISO 9001:2015 etain documented			
2021 it was established the Maintenance Officer were presented to show monito clause 8.2.3.2 (a) which s	nat the preventative not being monitor ring. This was no tates "The organitates" a) on the results	ve maintenan ored as no do ot in conforma zation shall ro s of the reviev	ce work carried out by the cumentary evidence was ince with ISO 9001:2015 etain documented			
2021 it was established the Maintenance Officer were presented to show monito clause 8.2.3.2 (a) which sinformation, as applicable	nat the preventative not being monitor ring. This was no tates "The organitates" a) on the results	ve maintenan ored as no do ot in conforma zation shall ro s of the reviev	ce work carried out by the cumentary evidence was ince with ISO 9001:2015 etain documented			
2021 it was established the Maintenance Officer were presented to show monito clause 8.2.3.2 (a) which so information, as applicable requirements for the produced to the prod	nat the preventation not being moniton in the ingring. This was no tates "The organi a) on the results ucts and services	ve maintenan ored as no do ot in conforma zation shall ro s of the reviev	ce work carried out by the cumentary evidence was ince with ISO 9001:2015 etain documented			
2021 it was established the Maintenance Officer were presented to show monito clause 8.2.3.2 (a) which sinformation, as applicable	nat the preventation not being moniton in the ingring. This was no tates "The organi a) on the results ucts and services	ve maintenan ored as no do ot in conforma zation shall ro s of the reviev	ce work carried out by the cumentary evidence was ince with ISO 9001:2015 etain documented			

NONCONFORMITY REPORT

Incident Identification Number: 000000,00004						
Non-Conformity Report	Auditor (s): Recardo Rowe		Date: August 31, 2021			
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Audit of : Preventatve	Audit Criteria: IS	SO				
Maintenance - Property	9001:2015 Claus	e 7.1.5.1 (a)				
Statement of Nonconformity:						
During the audit of the preventative maintenance - property process on August 19, 2021 it was established invoice # 21979 and 21857 for the servicing of Fire extinguishers were not signed and stamped service satisfactorily completed for the quarterly servicing of extinguishers. This was not in conformance with ISO 9001:2015 clause 7.15.1 which states "The organization shall determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. The organization shall retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources"						
Responsible Party: Sandra Logan						
Auditor Signature:		Signature:				
NONCONFORMITY REPORT						
	ent Identification					
Non-Conformity Report #: 5	Auditor (s): Recardo Rowe		Date: August 31, 2021			
Audit of : Preventatve	Audit Criteria: ISO					
	9001:2015 Clause 8.4.1 a					
Statement of Nonconformity:						
During the audit of the preventative maintenance property process on August 18, 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:				

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