

Audit Management System

Email Process

Pre Audit emails:

2 weeks before the scheduled audit date, the system will send an email to notify the following members of the upcoming audit:

- quality@alfa-electronix.com
- Auditors assigned for the specific audit
- Auditee(s):
 - Section Director
 - Department manager

1 week before the scheduled audit date, the system will resend the email as a reminder to the same team members.

Post Audit emails:

- If the audit includes non-compliances and there are no CAR's generated within 3 working days from the audit date, the system will send an email to quality@alfa-electronix.com notifying that there are non-compliances for which no CAR has been generated.

The assigned quality team members will be able to SEND audit reports with the related CAR to the related function upon confirming the audit outcome.

For all outgoing emails:

- The quality email quality@alfa-electronix.com will be included in CC
- The email of the auditee(s) will be included in TO
- The email of the Sector Director will be included in TO
- The email will include the following attachments:
 - Audit Report
 - CAR's related to the audit report (Generated as a result of the specific audit)

Post sending the report:

- The auditees will be allowed to login to the system and edit the "response" to the CAR (Not the details documented by the quality team as the finding)
- Once the auditee completes the response and saves it, the system will send a notification to the quality@alfa-electronix.com, the auditors (who performed the audit) and the auditee(s) indicating that the CAR has been responded to.
- After 1 week from sending the audit report and CAR's, and if the auditee does not respond, the system will send a reminder to the same members. In such case, the Sector CEO will be added to the email as CC

Post sending CAR Response:

- If the CAR response is approved by the quality team, then an email will be sent to the auditee(s) and the auditors confirming the approval.
- If the CAR response is NOT approved by the quality team, then an email will be sent to the auditee(s) and the auditors confirming the rejection.

Email Templates:

Audit Invitation:

Dear Colleagues,

Kindly note that as per the annual audit plan for the QMS 9001:2015, you are kindly requested to prepare for the audit of the following procedures on the above specified date:

- Xxxxxxx (Procedure name and code).

Dear Audit team,

Kindly be prepared for the mentioned audit.

Notes:

- If any inquiries, or if you need to fine tune the dates, kindly “REPLY ALL” to this email.
- Before the audit, kindly refer to the following documents:
 - previous audit report,
 - Previously issued CAR’s related to this procedure and the related actions.
- For the previous audit reports and CAR’s, refer to this year folder on the HO server (<\\Alfacent\Alfa\Alfa2Kxx>), search for the subfolders “Internal Audit” and “CAR” within the “Quality” folder.

Regards,

Alfa Quality Team

Audit Report:

Dear Colleagues,

Referring to the Quality Management System Audit, recently performed,

We would like to thank you for your participation and dedication to Alfa Quality.

Kindly note that the audit report and related documents have been issued for your review and action. Kindly login to the Audit Management System using your credentials and review the related documents, taking actions as needed.

Your response to any Corrective Action Requests within 5 working days is highly appreciated to comply with Alfa Quality management System.

Regards,

Alfa Quality Team

CAR Reminder:

Dear Colleagues,
Referring to the Quality Management System Audit, and recently issued Corrective Action Requests, kindly note that we have not yet received your feedback.

We understand that you have a busy schedule, nevertheless, your response is highly appreciated within the upcoming 3 working days.

Regards,

Alfa Quality Team

Response to CAR (Acceptance):

Dear Colleagues,
Referring to the Quality Management System Audit, and recently issued Corrective Action Requests, kindly note that your response to the mentioned CAR has been initially accepted.

The quality team will follow up the execution of the actions in due dates.

Regards,

Alfa Quality Team

Response to CAR (Rejected):

Dear Colleagues,
Referring to the Quality Management System Audit, and recently issued Corrective Action Requests, kindly note that your response to the mentioned CAR has not been accepted.

Kindly reach out to the quality team for details on the reason for not accepting the response.

Note that you are expected to feedback with another response within 5 working days from the date of issuance of this email

Regards,

Alfa Quality Team