

Internal Audit Report



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Technical Services
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Audit Overview

Background

On December 10th we conducted the second Internal Audit for 2015. This audit focused on section 7 of the ISO 9001:2008 standard and corresponding sections of the quality manual pertaining to product realization.

For this audit there were 14 positions audited. Of the 14 positions, 12 were in shops in the Mechanical and Electronic divisions, one position in the Purchasing Office, and the Project Engineer position on the Mechanical division office.

Additionally, the people interviewed were asked to evaluate the audit process using an 9 question questionnaire.

Scope

The scope of the material covered by this audit included:

- ISO 9001:2008 Standard sections 7.
- Technical Services Quality Manual sections 7, 8, 9, 10, 11, and 12.

Objectives

The objective of this audit was to determine the level of understanding of the processes and procedure outlined in the audit scope.

Audit Findings

Findings

During the course of the audit, there were a number of findings observed in the processes and procedure being audited. These findings are as follows:

1. Section 3 of the quality manual should have been specified when sending information to be reviewed for the audit. This section will be included in any internal audit information review package.
2. Notification of people who were being interviewed did not occur. Up to this point the Audit Coordinator would inform the shop supervisors of who was to be interviewed and provide the materials for review. The supervisor would inform the appropriate person. From this point forward, the audit coordinator will inform everyone in Technical Services directly and provide the materials to be reviewed. The person in a shop to be interviewed will be selected on the day of the audit.

3. The dates and initials on the Calibration/Verification stickers were rubbed off on some pieces of equipment. The auditor could see that the information had been entered on the sticker but was no longer visible. This issue was also noticed in a previous audit. The issue has been sent to a corrective action to find a permanent solution.
4. Document revision control on the Project drive cited. It was observed that different versions of drawings were in circulation and also accessible on the Project drive. . The issue has been sent to a corrective action to find a permanent solution.
5. No authorizing signature or inspection sheet on jobs. The auditors were unable to determine if these were external jobs with PO numbers attached.

Observations

During the course of the audit, there were two observations made concerning the processes and procedure being audited. These observations are as follows:

1. Identification of parts, materials, and finished products generally done very well but could be improved in some areas.
2. Very few Handout Surveys being distributed with completed jobs. Shop supervisors were again notified to distribute these surveys.

Suggestions for Improvement

During the course of the audit, there was one suggestion for improvement made concerning the processes and procedure being audited.

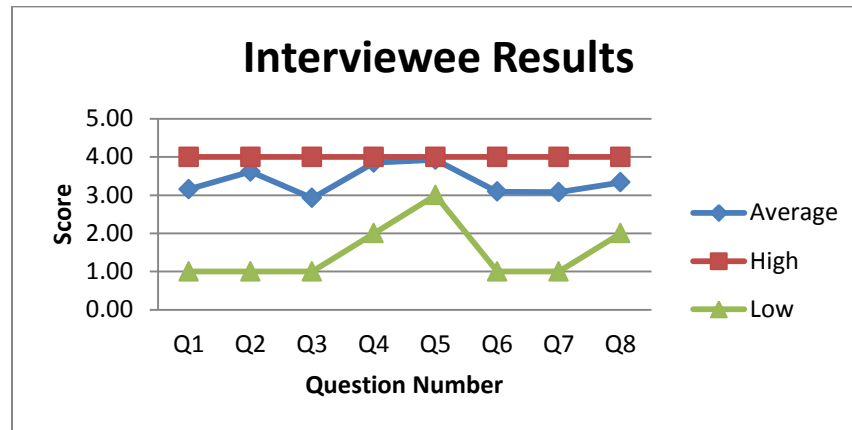
This suggestion was that a dedicated Quality Assurance person be designated to do all inspections for the Machine and Welding shops.

Audit Process

During the audit, we implemented some of the suggestions from the previous audit on how we can improve the audit process. The suggestions implemented included the following:

1. More specific evidence based questions be used when conducting the interviews.
2. The question set for each interview be more targeted to the position being audited.
3. A survey of the people being interviewed is conducted to get feedback about the audit process.

The results of the survey can be seen in the following chart:



The low scores on the chart are directly related to finding 2 above and will be dealt with as outlined in the finding.

Summary

In summary, the audit overall went fairly well with some issues concerning the notification of people being interviewed. The interviews went well and it was clearly seen that the understanding and acceptance of our quality management system is increasing.

While there were five finding during the audit, there were only two corrective actions issued. There were also two observations for improvement and one suggestion for improvement. These will be discussed as we move forward.

The implementation of a number of improvements to the internal audit process has enabled us to get a better understanding of how closely the processes and procedures are being followed. The survey of people interviewed, has indicated that even more job specific questions could be asked.

This audit has demonstrated that everyone's understanding of the quality management system is improving. We have also seen that there are things we can improve and commit to the continual improvement process.