

**QP05-02**

**QUALITY SYSTEMS - AUDIT AND REVIEW**

<b><u>CONTENTS</u></b>	<b><u>PAGE</u></b>
1. INTRODUCTION	2
2. AUDIT TIMING AND CONTROL	2
3. AUDIT PROCEDURE	3
4. Action Following Engineering (Product) Auditing	
4.1 Considerations : Root Cause Investigation	4
4.2 Corrective Action	5
5. Records - Audit File	5
6. Management Meetings (Review)	5

APPENDICES:

Appendix A: Chart to cross reference ISO / QA Documented System against  
Audit Groups

## **1. INTRODUCTION**

- 1.1 An ongoing systematic review of the Quality system is necessary to ensure compliance with agreed practice and to identify areas for improvement.
- 1.2 The content and requirement of the Quality Assurance documentation and hence the working practices of the Company, will be systematically audited during the course of each year. Consideration will be given to areas for change and improvement with appropriate revision of relevant aspects of all manuals and documents.
- 1.3 There will be Engineer audits undertaken to cover the inspection of an alarm for installation and for servicing. This ensures the workmanship is monitored as required by FSQS121
- 1.3 AUDITS:- A schedule of audits which will cover the content of the manuals and hence working practices and Product/Engineers will be established and reviewed as appropriate.
- 1.4 REVIEW:- Management Meeting chaired by the Operations/Business Manager will be established and reviewed as appropriate.
- 1.5 The objective of audits and reviews is primarily to identify areas where we can improve. We need to identify where we excel and build on this. Where we do less well we need total commitment to improvement.
- 1.6 Each engineer having Senior status (i.e. an engineer having overall responsibility for any installation, commissioning or maintenance procedures) will be audited once per annum/per discipline.

## **2. AUDIT TIMING AND CONTROL**

- 2.1 The schedule of audits as shown on the Audit Control List will be actioned in order that all aspects of the Company are checked in the year. This schedule also designates the auditor.
- 2.2 The Audit Control List will be reprinted each year for the current 'set' of audits, at which time it may be amended at the discretion of senior management. Details are entered as audits are performed and any re-audits completed.

It will be stored together with the completed Audit reports.

### **3. AUDIT PROCEDURE**

- 3.1 Audits will be carried out utilising the applicable Audit Record / checklists.
- 3.2 Wherever possible the person responsible for the area will be present throughout the audit.
- 3.3 Opportunities for Improvement will be discussed and the outcomes recorded on the Quality Audit Report.
- 3.4 In addition to the Checklist, an Audit Record sheet will be written out, this details either that no faults were found or the deficiencies found during audit, corrective actions required, timing and person who will action.
- 3.5 The audit will not be closed off until all non-conformances have been satisfactorily dealt with.
- 3.6 Should an audit reveal continued non-compliance the Operations/Business Manager will initiate the necessary disciplinary action.

### **4.0 ACTION FOLLOWING ENGINEER AUDIT**

#### **4.1 Considerations : Root Cause Investigation**

- 4.1.1 The Auditor shall discuss the report with the appropriate personnel and initiate any necessary actions taking into account the comments below.
- 4.1.2 A poor grade of overall workmanship determined by the auditor shall be regarded as serious. Such a situation suggests a breakdown of quality, ie an unacceptable level of workmanship which does not meet the requirements of the Company.
- 4.1.3 In addition to identifying any corrective actions required, the auditor shall indicate further measures to prevent reoccurrence, based on the following:

a) Consider whether any other systems installed by the same engineer over a 'time window' on each side of the installed date should be subject to audit to identify the extent of the problem.

If necessary, consider the need for re-training the engineer and the nature of the training required. (If training is carried out record on their personnel record.)

b) Was the problem the fault of the engineer or due to other problems eg poor survey or specification, insufficient time allowed, material shortages etc.

c) Consider implications of the findings in respect of other engineers.

#### **4.2. CORRECTIVE ACTION**

- 4.2.1 Corrective actions may be undertaken immediately (ie for product audits whilst on site) and a note to this effect made on the report.
- 4.2.2 If further corrective actions are required they will be initiated by the Auditor.
- 4.2.3 At the due date for the corrective action to have been completed, the Auditor will check that the action has been taken, record the findings on the Report and inform all relevant personnel.

#### **5 AUDIT RECORDS**

- 5.1 All completed records are stored in designated files.

#### **6 MANAGMENT MEETING (REVIEW)**

- 6.1 In addition to the formal reviews established by auditing, and ongoing improvements /revisions of procedures as necessary, it is helpful to provide a focus for reporting and review of relevant topics during the course of the year
- 6.2 Management Meetings will normally be held annually.
- 6.3 The following will attend on a regular basis, other staff may be invited as appropriate for the business in hand:-  
  
Operations/Business Manager, Administrator, Engineering Supervisor and Systems Performance Manager.
- 6.4 A standard agenda will be used for the meetings.
- 6.5 Records will be in the form of minutes.
- 6.6 A copy of the minutes together with any reports presented will be retained by the Administrator. Minutes will be distributed to relevant personnel if required.
- 6.7 Additional informal meetings may be held with the agenda to be decided on an as required basis. These meetings will have notes recorded and stored with the Management Meeting minutes but they will be of a much less formal nature.

**Appendix A**

**CHART TO CROSS REFERENCE ISO/QA DOCUMENTED SYSTEM  
AGAINST AUDIT RECORDS**

<b>ISO</b>	<b>Internal Document</b>	<b>Audit Record Title</b>
-	Frontispiece	PR07
-	Policy Manual Section 0	PR07
4	Policy Manual Section 1	PR07
5	Policy Manual Section 2	PR07
6	Policy Manual Section 3	PR07
7	Policy Manual Section 4	PR01
8	Policy Manual Section 5	PR07

<b>Internal Document</b>	<b>Audit Record Title</b>
PR01	PR01
PR02	PR02
PR03	PR03
PR04	PR04
PR05	PR05
PR06	PR06
PR07	PR07
QP01-01	Document & Data Control
QP01-02	Document & Data Control
QP01-03	Document & Data Control
QP03-01	PR06
QP03-02	PR06
QP04-01	PR02
QP05-01	PR07
QP05-02	PR07
QP05-03	PR05
QP05-04	PR07