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Internal Audits

Purpose

This procedure defines a standardized method for conducting periodic internal audits to ensure that the quality management system of Insulation Supply Company is complete and effective.

Scope

This procedure applies to all elements of the system. Each element is periodically audited with frequency and level of detail determined by potential impact.

Definitions

Audit (ISO 9000:2000) - Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which agreed criteria are fulfilled.

Audit Conclusions (ISO 9000:2000) - Outcome of an audit provided by the audit team after consideration of all the audit findings.

Audit Evidence (ISO 9000:2000) - Records, statements of fact or other information relevant to the agreed criteria and which can be cross-checked.

Audit Findings (ISO 9000:2000) - Result of an audit.

Audit Scope (ISO 9000:2000) - Extent and boundaries of an audit.

Audit Team (ISO 9000:2000) - Person or group of persons conducting an audit.

Auditee (ISO 9000:2000) - Organization being audited.

Auditor (ISO 9000:2000) - Person appointed to conduct an audit.

Auditor Qualifications (ISO 9000:2000) - Combination of interacting personal attributes and education, training, work and audit experience, and areas of competence that need to be demonstrated to enable a person to be appointed as an auditor.

Responsibilities

MGMT REP Management Representative

COO Chief Operations Officer

LEAD AUD, AUD Lead Auditor, Auditor

AUD Auditor

LEAD AUD Lead Auditor

Procedures

MGMT REP Maintain Audit Checklists

Develops and maintains internal audit checklists for components of our quality management system. Checklists are developed for coverage of the clauses of the International Standard (8.2.2[1]a[1]), at a departmental level and a part/process level to ensure effective implementation and continuing suitability of our quality management system (8.2.2[1]b[1]).

Note: Printed versions of this document are uncontrolled. The published Web version (Internet or Intranet) is assumed to be current.

MGMT REP Set Audit Schedule

Plans and maintains a schedule for internal audits based on the status and importance of the activities involved (8.2.2[1], 8.2.2[2]). The audit schedule indicates the frequency and includes coverage for our different shifts of operations. Any applicable satellite facilities are also included in the schedule.

COO Defines Auditor Qualifications

Minimum requirements for Lead Auditors and Auditors are established and periodically evaluated for effectiveness. Lead Auditors have completed a minimum of forty (40) hours of classroom training on the internal auditing process, successfully completed a written exam and passed a demonstration of competence. Equivalent documented experience is also accepted to satisfy this training requirement. Ongoing training is provided either in-house, by approved external sources or a combination of both. Internal Auditors will have completed training on the internal auditing process and be assessed by the Lead Auditor for competence during their first audit. Equivalent documented experience is also accepted to satisfy these training requirements. Ongoing training is provided either in-house, by approved external sources or a combination of both.

LEAD AUD, AUD Conduct the Audit

Conducts the audit (auditors must be qualified and may not audit their own work (8.2.2[4], 8.2.2[5])).

AUD Document the Audit

Uses an Internal Quality Audit Worksheet to document audit results.

MGMT REP Request Corrective Action

Based on the audit results, initiates corrective action using the referenced procedure for corrective action. When nonconformities or customer complaints occur, audit frequency is increased on responsible activities.

LEAD AUD Audit Follow up Activities

The Lead Auditor is responsible for performing verification for effective implementation of initial actions taken on corrective actions generated from audit activities (8.2.2[8]). This includes the recording of verification results for future analysis when these activities are reviewed by the management representative and in subsequent follow up activities.

MGMT REP Monitor Corrective Action

Periodically reviews audit generated/found corrective action items for effective implementation of resolution with focus toward continual improvement (8.5.1[1]).

MGMT REP Summary of Internal Audits

Maintains the records pertaining to the audits (8.2.2[6]) and prepares a summary of the results of internal audits for management review (5.6.2[1]a[1], 8.5.2[3]e[1]).

References**Related Procedures**

Corrective Action QSP-8.5.101

Management Review QSP-5.6.101

Revision Notes

- Changed from QSP-8.2.102 to 8.2.103 Rev A
- Removed reference section as it is covered in QPM-301
- Removed reference to obsolete QMSR-005 and QMSR-021