

**PENNDOT – Engineering District 10-0
ISO 9001 Internal Audit Report
(02/06)**

Department	Audit Process	Date & Time of Audit
PennDOT – Construction Unit	Clause 8.1 Measurement, Analysis & Improvement	4/3/2013 11:00 AM

Auditor(s)	Audit Objectives:
1. Anthony Brinklow 2. Terry Lezanic	Assure compliance of ISO Clause 8.1

Name of Auditee(s)	Auditee(s) job Function
1. CSE – Stephen Geidel	1. District Construction Services Engineer

Item(s) or areas audited
Review of measurement, analysis and improvement

Auditee Comments:
None

<u>Plan approved by: (Management Representative)</u>
Tab Boyer

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Audit Criteria
<p><u>External</u> requirements (questions)</p> <ol style="list-style-type: none">1.2.3.
<p><u>External</u> requirements (answers)</p> <ol style="list-style-type: none">1.2.3.4.
<p><u>Internal</u> requirements (questions)</p> <ol style="list-style-type: none">1. Is everyone aware of what is necessary to meet customer requirements?2. How is the performance measured?3. At what point do you decide an improvement is needed in a process?4. Who is on the Implementation Team?
<p><u>Internal</u> requirements (answers)</p> <ol style="list-style-type: none">1. Go over customer surveys in Winter School. Measure internal and external requirements and ensure compliance. Quarterly reviews are performed.2. Recertification and conducting audits.3. Through the quarterly reviews and non conformities.4. Not applicable, does not mention implementation team in rewrite.

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Overall Statement of Effectiveness of the Quality Management System

Areas of strength regarding ability to meet requirements- including observed BEST Practices

1. Process appears to be working efficiently.

Areas to consider for improvement:

1. None noticed

Specific observed nonconformities (Findings): If Applicable, Follow-up Scheduled:

1. None.

Observations and auditor comments:

1. Well organized and efficient process.

Statement of overall effectiveness of the system:

- Good.

Distribution of Audit Report:

- Manager of area audited
- A.D.E. Construction
- ISO Management Representative

Unit Manager Comments Including Follow-Up Action: (if any)

