

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

Department	Audit Process	Date & Time of Audit
PennDOT – Construction Unit	Clause 8.2.1 Monitoring & Measurement	4/3/2013 11:00 AM

Auditor(s)	Audit Objectives:
1. Anthony Brinklow 2. Terry Lezanic	Assure compliance of ISO Clause 8.2.1

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

Item(s) or areas audited
Review of monitoring customer perception and meeting customer requirements

Auditee Comments:
None

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

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Audit Criteria

External requirements (questions)

1. Who receives the highway customer surveys?
2. Is there follow up with a customer once a complaint has been remedied?

External requirements (answers)

1. Projects are chosen by category. All property owners within project area receive surveys
2. ACE and IIC are notified to follow up

Internal requirements (questions)

1. What processes address road user complaints?
2. How long does it take to respond to a complaint?
3. How is citizen input monitored?
4. Who is on the Implementation Team?
5. Clarify who the customers are in this process?
6. Why is Audit Process #8.2 & Audit Process #8.2.1 listed in the Quality Manual separately but identical in content?

Internal requirements (answers)

1. CCC – Customer Care Center and PennDOT representative directly related to issue to complaint
2. Same day for initial response, 2 weeks to close out issue
3. Through CCC, customer surveys and citizen advisory groups
4. Not applicable, does not mention implementation team in rewrite.
5. Internal: Design, Construction, Maintenance External: Projects are chosen by category. All property owners within project area receive surveys
6. Corrected in ISO 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)

