

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

<b>Department</b>	<b>Audit Process</b>	<b>Date &amp; Time of Audit</b>
Construction	6.0	3/18/13 @ 1:00 PM

<b>Auditor(s)</b>	<b>Audit Objectives:</b>
1. Seth Marshall 2. Mark Wasilko	To ensure effectiveness of processes and compliance with ISO 9001

<b>Name of Auditee(s)</b>	<b>Auditee(s) job Function</b>
1. Paul Koza	1. ADE – Construction

<b>Item(s) or areas audited</b>
6.1 – Provision of Resources 6.2 – Human Resources 6.3 – Infrastructure 6.4 – Work Environment

<b>Auditee Comments:</b>
<ul style="list-style-type: none"> <li>○ Process has recently been revised, but not approved yet. So the audit was completed on the current Quality Manual. Not much has been changed on these processes though.</li> </ul>

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

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## Audit Criteria

### External requirements (questions)

1. How is customer satisfaction measured and monitored? – 6.1
2. How the Civil Service Commission relay training needs to the district? – 6.2
3. Are there any plans to change access to ISO through the PennDOT website? – 6.3
4. Could contractors be given minimum parameters guidelines for a suitable work environment in field offices? – 6.4

### External requirements (answers)

1. Surveys are sent out to residents of selected projects and results are presented annually at Winter School.
2. Through Doug McConahy during monthly staff meetings. And feedback from Central Office.
3. The revised ISO manual should be available on the website in April and should be more user friendly.
4. This is Management's responsibility. ACE or IIC will review any needs on a case by case basis.

### Internal requirements (questions)

1. How are personnel needs determined? – 6.1
2. Who oversees construction training calendars? – 6.2
3. If a need is required, who is the contact for DGS? – 6.3
4. Are there any general parameters to achieve a suitable work environment? – 6.4

### Internal requirements (answers)

1. There is a meeting with ADE and the ACEs to determine needs of personnel and assign based on project location relative to the employee's residence. The permanent employees are assigned to projects before temporary or consultant employees. Feedback from employees is also reviewed at least annually at winter school.
2. This is handled by the ADE and CSE for construction with assistance from DGE and Materials Unit.
3. Joe Polenik, the contact for the Department of General Services.
4. This is set through DGS with oversight from Department of Labor and Industry. If there are any safety issues they are handled through the District Safety Coordinator.

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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. From the feedback from employees, some permanent employees are assigned to multiple year projects to achieve project continuity.

### Areas to consider for improvement:

1. Customer satisfaction is mentioned in Section 6.1, this section could refer to Section 8.2 as to how this is measured and monitored.

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

1. No conformities observed.

### Observations and auditor comments:

1. Interviewee had a well-grounded knowledge of the ISO processes being audited.

### Statement of overall effectiveness of the system:

- All procedures are being completed above the requirements spelled out in the Quality Management System.

### Distribution of Audit Report:

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

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

