

**PENNDOT – Engineering District 10-0
ISO 9001 Internal Audit Report
(01/13)**

Department	Audit Process	Date & Time of Audit
District 10-0 Construction Unit	8.4 Analysis of Data	11-20-13 @ 11 am

Auditor(s)	Audit Objectives:
1. Terry Kerr, P.E. 2. Greg Schnur	

Name of Auditee(s)	Auditee(s) job Function
1. Steve Geidel, P.E.	1. Construction Services Engineer

Item(s) or areas audited

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

PENNDOT – Engineering District 10-0 ISO 9001 Internal Audit Report

Audit Criteria

External requirements (questions)

1. Is there any type of follow up with customers after information is collected from them about a project?
2. How do you share the outcomes of the analysis to ensure improvement with all Construction Staff?

External requirements (answers)

1. Depends. Surveys sent out. If a comment requires a response, the IIC maybe asked to contact property owner if a construction issue. Could possibly involved Design or Maintenance if the issue relates to them.
2. Winter School. Group areas/trends and review with all.

Internal requirements (questions)

1. How does the Construction Unit collect information relating to customer satisfaction?
2. Have you reviewed what is being asked of your customers to see if the correct questions are being asked?

Internal requirements (answers)

1. Select projects, different types and counties. Any property owners listed on plans are sent a card. We then send their responses to Central Office for statistical analysis. Average 25% response rate.
2. Yes. We have the capability to go electronic this year with “Survey Monkey”. Currently being evaluated.

PENNDOT – Engineering District 10-0 ISO 9001 Internal Audit Report

Overall Statement of Effectiveness of the Quality Management System

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

1. Surveys are completed each year with follow up.

Areas to consider for improvement:

1. Review whether or not questions are meaningful.
2. Compare sending letters vs. electronic surveys.
3. Review the cost to complete this.

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

1. None

Observations and auditor comments:

- 1.

Statement of overall effectiveness of the system:

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Distribution of Audit Report:

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

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



Decision as to which direction, paper vs electronic is being made currently, with discussions with CO and looking at cost and what information can be taken from each survey