

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

Department	Audit Process	Date & Time of Audit
Construction	8.5.1	9/17/14

Auditor(s)	Audit Objectives:
1. Brock Heigley 2. Dave Schaffer	Review process to insure compliance and improved effectiveness with ISO 9001 and organizational requirements,

Name of Auditee(s)	Auditee(s) job Function
1. Paul Koza (ADE Construction)	1. District 10 Construction Unit.

Item(s) or areas audited
Continual Improvement

Auditee Comments:
○

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

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Audit Criteria

External requirements (questions)

1. Explain this process to me.
2. Is the Continual Improvements relayed to the public and how?
3. Does the public have any input on improvements in Construction Unit operations?
4. What is the process for outside personnel to suggest improvements?
5. How do you follow up with those outside the unit on their suggestions?

External requirements (answers)

1. This process is to gather information from feedback of Customers internal and external to make improvements.
2. The improvements are not relayed to the public. Concerns are addressed using the CPAR system. The outcome of the public concern is relayed back to the individual.
3. Yes. Based on information from customer surveys processes may be changed.
4. Through customer surveys reviewed and through CPAR system.
5. Through APC meetings in the fall to go over adjustments and new changes in place. IIC surveys for Contractor to rate Department IICs

Internal requirements (questions)

1. How is the Continual Improvement being measured and who tracks it?
2. Is there evidence of Continual Improvement? Review evidence.
3. Is the Management Review process the only tool to gather information for Continual Improvement?
4. Does the unit have an improvement plan in place?
5. How often does MGMT discuss improvement opportunities?
6. Is there a budget within the unit to improve equipment and technology?

Internal requirements (answers)

1. At ISO Management review meetings and through CPAR system. The District Contract Agreement Engineer Tab Boyer tracks it.
2. Yes. Verifications through CPARs and Dashboard history. Evidence of improvements in the project close out and turn in time being reduced. Deck crack surveys to reduce cracking.
3. No. Dashboards and score cards are used.
4. Yes. Part of the ISO documents and goals being set in the District business plan.
5. At ISO Management review meetings, IIC meetings, and weekly staff meetings.
6. No formal budget in place. Technology comes from IT who have a budget. The District has a budget through Fiscal unit and Central Office.

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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. Data being collected from several resources to make improvements.

Areas to consider for improvement:

1. None found.

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

1. No observed nonconformities were found.

Observations and auditor comments:

1. The process owner has a great understanding of this process and how it works.

Statement of overall effectiveness of the system:

- Audit process 8.5.1 (Continual Improvement) is working properly. Evidence of Improvement found throughout the Construction Unit.

Distribution of Audit Report:

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

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



No actions necessary, TGB 9-16-17