

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

Department	Audit	Date & Time
Construction	7.5.1 C	11/5/15 9:00 AM

Auditor(s)	Audit Objectives:
1. Stephen Headley	To review the Hotel Reservation Process, procedure # C1 7.5.1 to insure compliance and improve effectiveness with both ISO 9001 and Organizational requirements.
Name of Auditee(s)	Auditee(s) job
1. Sharon Burkhart	1. ADE-Construction Secretary

Item(s) or areas audited
Hotel Reservation Process

Auditee Comments: <ul style="list-style-type: none"><input type="radio"/> None

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

External requirements (questions)

1. Is the flow map correct does anything need changed or updated?
2. Are the forms listed on flow map still used F-102 for example?
3. Explain the hotel reservation process

External requirements (answers)

1. There are changes required and updates need applied. For example, vouchers are no longer needed. Form F-102 has changed to P-102. Also hotel request forms and all associated steps with those have been eliminated.
2. Auditee explained the process in detail.

Internal requirements (questions)

1. Is car pooling and or pool cars a requirement?
2. Are there any changes or comments needed to make the process more efficient?

Internal requirements (answers)

1. Carpooling is required, if possible and more cost effective, but the lower mileage rate may be utilized if the traveler chooses, still using the shortest mileage, from home or headquarters.
2. For those that make their own reservations, the ADE Secretary must be notified of such reservations. This would be helpful if any cancellations or change in reservations are needed and also for training and travel auditing purposes.

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Overall Statement of Effectiveness of the Quality

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

1. Auditee has a very good understanding of what is required.

Areas to consider for improvement:

1. Process flow map needs updated to reflect changes.

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

1. None.

Observations and auditor comments:

1. Flow map needs updated. As the auditee commented it could be added that for those who make their own reservations that the ADE secretary must be notified.

Statement of overall effectiveness of the system:

- The current system is functional and efficient.

Distribution of Audit Report:

- Manager of area audited
- A.D.E. Construction

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

