

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

Department	Audit Process	Date & Time of Audit
Construction Services	8.2.3	10/6/15

Auditor(s)	Audit Objectives:
1. Alicia Kavulic 2. Rick Elliot	To review process and ensure compliance

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

Item(s) or areas audited
8.2.3 Monitoring and Measurement of Processes

Auditee Comments:
<input type="radio"/> none

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

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Audit Criteria

External requirements (questions)

1. How often is the scorecard updated and what is tracked on it?
- 2.

External requirements (answers)

1. The scorecard is updated quarterly and reviewed at the General Staff meetings. The scorecard is monitored by Central office through the DE's EPR. The scorecard measures are reviewed yearly and updated, as necessary. Items tracked include DBE goals on projects, customer surveys, overtime management, bid cost vs final cost, and many more.

Internal requirements (questions)

1. Have any changes been made to the dashboard recently?
2. What tracking method seems to be the most useful for management?
3. Are dashboard items ever eliminated?
4. In last year's audit, adding the budget tracker to this process was discussed. Was it added?

Internal requirements (answers)

1. Yes. The project dashboards were updated recently to make the information more useful.
2. The project dashboards are a very useful tool. They are reviewed at the monthly staff meeting to keep everyone up to date with project information. The Budget Tracker is also very useful. It helps the CSE review project funding.
3. Yes. If the measures are no longer relevant, they can be eliminated.
4. It is currently in the process of being added.

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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. The fact that the dashboards are used at the monthly meeting and updated on a regular basis is a best practice.

Areas to consider for improvement:

1. Include a reference to the budget tracker in this process or consider creating a new (separate) process,

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

1. none

Observations and auditor comments:

1. Steve is very knowledgeable of the process.

Statement of overall effectiveness of the system:

- System seems to be effective.

Distribution of Audit Report:

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

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

