

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

Department	Audit Process	Date & Time of Audit
Construction Unit	5.1 & 5.2	02/29/2016 – 9:00AM

Auditor(s)	Audit Objectives:
1. Kirby J. Starr 2. Terry Lezanic	Review 5.1 - Management Commitments and 5.2 - Customer Focus processes to insure compliance and effectiveness.

Name of Auditee(s)	Auditee(s) job Function
1. Paul Koza	1. ADE - Construction

Item(s) or areas audited
5.1 Management Commitments 5.2 Customer Focus

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. Have you ever finalized an external customer complaint on your own or has it always been delegated to the ACE or CSE?
2. Who has the responsibility to document and forward a customer concern from a public meeting?
3. How are seasonal employees informed of ISO & how are they being involved?

External requirements (answers)

1. Yes. Any customer complaint from a Representative/Senator or Deputy Secretary I handle.
2. The person in charge (Project Manager) of the public meeting or the CRC.
3. As discussed at Winter School, all consultants & ESTI's are to review the ISO training the day they start work on the project.

Internal requirements (questions)

1. At what function do you annually provide evidence of the development, implementation and improvement of the QMS to the organization with the importance of meeting customers, regulatory and legal requirements?
2. Explain what the management review process is and who is involved?
3. Does everyone involved know what the customer requirements are (internal & external)?
4. Is there an understanding of what is necessary to meet customer requirements?

Internal requirements (answers)

1. Winter School annually.
2. Semi Annual meeting. Discuss concerns/changes & CPARS with the Construction Administrative group.
3. They should & if they do not they have not been paying attention or completing ISO training.
4. As discussed at Winter School, discuss and listen, then explain our position, which is sometimes NO.

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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. Annually send out training on ISO, External Audits.
2. District 12-0 training.

Areas to consider for improvement:

1. How customer complaints from Representative/Senator or Deputy Secretary are handled should be included in process.

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

1. None

Observations and auditor comments:

1. None

Statement of overall effectiveness of the system:

- Process appears to be effective and well maintained.

Distribution of Audit Report:

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

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

