

**PENNDOT – Engineering District 10-0
ISO 9001 Internal Audit Report
(02/16)**

Department	Audit Process	Date & Time of Audit
Construction	7.2, 7.3, 7.4	

Auditor(s)	Audit Objectives:
1. Greg Carnahan 2. Betty Bottali	To Review Process Compliance with ANSI/ISO/ASQ9001-2000 Sections 7.2, 7.3, and 7.4

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

Item(s) or areas audited
7.2 Customer-Related Processes 7.3 Design and Development 7.4 Purchasing

Auditee Comments:
<ul style="list-style-type: none"> ○

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

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Audit Criteria

External requirements (questions) **7.2 Customer Related Process**

1. What method is used to collect customer satisfaction data from construction projects and who collects this data?
2. Who initiates a Community Action Committee if necessary?

External requirements (answers)

1. In 2016, we started to use Survey Monkey, Tab worked with Central office to set up the information for the site. The site works well with more responses being received.
2. Design Project Manage, CAC is used on larger project, Valuable information has been gained with input from the community.

Internal requirements (questions) **7.3 Design & Development**

1. How Does the Constructability Review coordinator ensure that Constructability issues found during construction do not occur on future project?
2. Is the constructability review checklist that is being used a standardized form or a project type specific form?
3. Who notifies the constructability coordinator to attend final inspections and AAR Reviews?

Internal requirements (answers)

1. John Copeland has a spreadsheet to identify issues that would need to be addressed by design, and if needed, an after action plan.
2. Standardized form, created by John Copeland and Scott Fisher and given to the design group.
3. John Copeland gets invited, generally by the Project Manager and/or IIC of the project.

Internal requirements (questions) **7.4 Purchasing**

1. If appropriate, what level of construction unit Staff participate in a Pre-Bid Meeting?
2. How is it determined whether or not construction unit staff should attend a Pre-Bid meeting?

Internal requirements (answers)

1. Typically, this is used on larger projects, and then would including IIC, ACE, Structural Control Eng. , Materials and Geotextile units, but it is not limited to just them.
2. It is determined by the type of project involved.

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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. Survey monkey has become a valuable tool to track the opinion of the motoring public on our projects.
2. The constructability role has improved the communication between all units.

Areas to consider for improvement:

1. John Copeland's spreadsheet is for a single project, but the spreadsheet is given to design, who will address the issue and questions that have been raised. At this time, a CPAR is being developed to address the Constructability position and the requirements. The check list for the issues that are identified is located on J: drive.

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

1. N/A

Observations and auditor comments:

Statement of overall effectiveness of the system:

- The process is satisfactorily effective in fulfilling it's purpose.

Distribution of Audit Report:

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

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

- Will Discuss at next management review to see if want a process, mainly design issue
- Will list on ITEM Log not as a CPAR yet