

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

<b>Department</b>	<b>Audit Process</b>	<b>Date &amp; Time of Audit</b>
District 10-0, Construction	8.4 Analysis	04/12/2016

<b>Auditor(s)</b>	<b>Audit Objectives:</b>
1. Tim Acken 2. Dave Romanie	Review process & determine conformity to QMS manual.

<b>Name of Auditee(s)</b>	<b>Auditee(s) job Function</b>
1. Steve Geidel, P.E.	1. Construction Services Engineer

<b>Item(s) or areas audited</b>
8.4 Analysis of Data

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

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## Audit Criteria

### External requirements (questions)

1. Who formulates the questions for our external customers? What information is the department trying to collect and why?
2. What are the different types of data collected from our customers?
3. Are there any new sources of data being considered to be included in the collection for analysis?

### External requirements (answers)

1. A group made up of various A.C.E's, T.C.M.1's and the A.D.E of construction. For the purposes of locating areas that need improvement by way of locating trends.
2. Specific issues from the public or general trends.
3. Surveys of projects from people living in or around the area may be coupled with a form of electronic surveys of the project's daily commuters.

### Internal requirements (questions)

1. What training/education/experience have you undergone that qualifies you to analyze collected data.
2. What progress has been made with having surveys submitted electronically? What has been the response rate for the electronic surveys?

### Internal requirements (answers)

1. Statics training at PennDot coupled with 30+ years in the construction field.
2. No additional cost to the tax payer, greater responses and larger survey pool in relation to the project.

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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 analysis improvements are directly related to better data collection methods
2. Combination of experience and training has led to more accuracy in data collection.

### Areas to consider for improvement:

1. Public notice & response to project active.

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

- 1.

### Observations and auditor comments:

### Statement of overall effectiveness of the system:

- The process is satisfactorily effective in fulfilling its 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)

