

**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>
Construction	8.5.1	10/10/2017

<b>Auditor(s)</b>	<b>Audit Objectives:</b>
1. Steve ODonnell 2. Jim Malcolm	Review process to insure compliance and improved effectiveness with ISO 9001 and organizational requirements,

<b>Name of Auditee(s)</b>	<b>Auditee(s) job Function</b>
1. Paul Koza (ADE Construction)	1. District 10 Construction Unit.

<b>Item(s) or areas audited</b>
Continual Improvement

<b>Auditee Comments:</b>
○

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

# PENNDOT – Engineering District 10-0 ISO 9001 Internal Audit Report

## Audit Criteria

### External requirements (questions)

1. How is continual improvement of the Customer Care Center measured?
2. Does the public have input as to their satisfaction of the CCC system?
3. Is there a way to measure the way to measure that continual improvement is occurring within the CCC system?
4. How do you follow up with those outside of the Construction Unit, i.e. Maintenance Unit on their suggestions for improvement?

### External requirements (answers)

1. Improvement of CCC system is measured by District Communications/Press office every two weeks and through monthly reports. Also through reports from Central Office.
2. If public is not satisfied then issue escalates to next level. Public is not asked if they are satisfied with CCC system.
3. District Communications/Press office tracks timeframe of response. Also Central Office surveys results of response time.
4. CCC response is discussed at Administrative staff meetings.

### Internal requirements (questions)

1. How is the Continual Improvement being measured?
2. Who tracks it?
3. Is there past evidence of Continual Improvement?
4. If "Yes", give one example of improvement.
5. Is equipment a consideration for improvement in the construction unit?
6. Is there a budget within the unit to improve equipment?
7. Is there a set schedule for equipment improvement?

### Internal requirements (answers)

1. Metrics in Scorecards and Dashboards along with CPARs in ISO.
2. ACE, SCE, ISO Coordinator.
3. IIC Dashboard changes from Quarterly IIC meeting. Metrics.
4. Project closeouts within 12 months. See HAPD Reports (PDF link).
5. No.
6. Budget for the District this year was \$448,000.
7. PPE is tracked by BettyBottali. IT tracks equipment for replacement by statewide policy (3-year cycle).

# PENNDOT – Engineering District 10-0 ISO 9001 Internal Audit Report

## Overall Statement of Effectiveness of the Quality Management System

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

1. Data being collected from several resources to make improvements.

### Areas to consider for improvement:

1. None found.

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

1. No observed nonconformities were found.

### Observations and auditor comments:

1. The process owner has a great understanding of this process and how it works.

### Statement of overall effectiveness of the system:

- Audit process 8.5.1 (Continual Improvement) is working properly. Evidence of Improvement found throughout the Construction Unit.

### Distribution of Audit Report:

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

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