

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

Department	Audit Process	Date & Time of Audit
Construction Unit District 10-0	10.2	January 28th @ 9:00AM

Auditor(s)	Audit Objectives:
1. Dave Schaffer Mark Strong	To improve the Quality Management system

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

Item(s) or areas audited
10.2 Nonconforming and corrective action

Auditee Comments:
<ul style="list-style-type: none"> ○ CPARS need routed to Audit Team is ensure corrections are being made. Change Version dates to match appropriate forms.

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

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Audit Criteria

External requirements (questions)

1. Is the corrective/preventive action master log available for public viewing?
2. If there is a External Customer complaint what is the follow up process?

External requirements (answers)

1. No, just for Internal Viewing.
2. CCC system, Internal spread sheet used to track. Initial contact 2 weeks with email or phone call.

Internal requirements (questions)

1. How are dashboards, action items and score cards used to identify customer dissatisfaction
2. Why doesn't the CPAR form attached get reviewed by the Audit team when corrections are made
3. Are there any time frames for completion of CPARS arising from Internal Audits.
4. Attached CPAR form in process 10.2 is the incorrect version 1/13 website is 4/14

Internal requirements (answers)

1. More CCC system and Survey Monkey than Dashboards to identify dissatisfaction, information is collected reviewed and shared with staff.
2. It should needs rerouted to Audit team to ensure CPAR is correct.
3. Prior to next ISO meeting.
4. These should match needs corrected.

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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. Process functions well, see below for improvements.

Areas to consider for improvement:

1. CPARS need routed back to Audit Team is ensure corrections are being made.
2. Change Version dates to match appropriate forms.

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

1. CPARS need routed back to Audit Team is ensure corrections are being made.
Change Version dates to match appropriate forms.

Observations and auditor comments:

1. No comments

Statement of overall effectiveness of the system:

- Effective process, just needs updated from findings as noted.

Distribution of Audit Report:

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

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

