

INTERNAL AUDIT (8.2.2)

Document Control Revision History

PAGE	REASON FOR CHANGE	REV.	REVIEWER / AUTHORISED BY:	RELEASE DATE:
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Revision Approval: J.BENTINK Signature: Date: 20/02/17

1.0 Scope and Objectives

- 1.1. This procedure defines the activities required for establishing and maintaining an internal audit system.
- 1.2. The objective of the internal audit procedure shall be to ensure that internal audits are conducted at planned intervals. Internal audits shall verify the quality management system is effectively implemented, maintained and conforms to the requirements of ISO 9001 and to the quality management system requirements established by Anchor Marine Services.
- 1.3. The result of the internal audit process shall ensure that all elements of the quality management system are reviewed annually. Analysis of the audit data shall allow the quality manager to determine if the quality management system is effectively implemented and maintained.

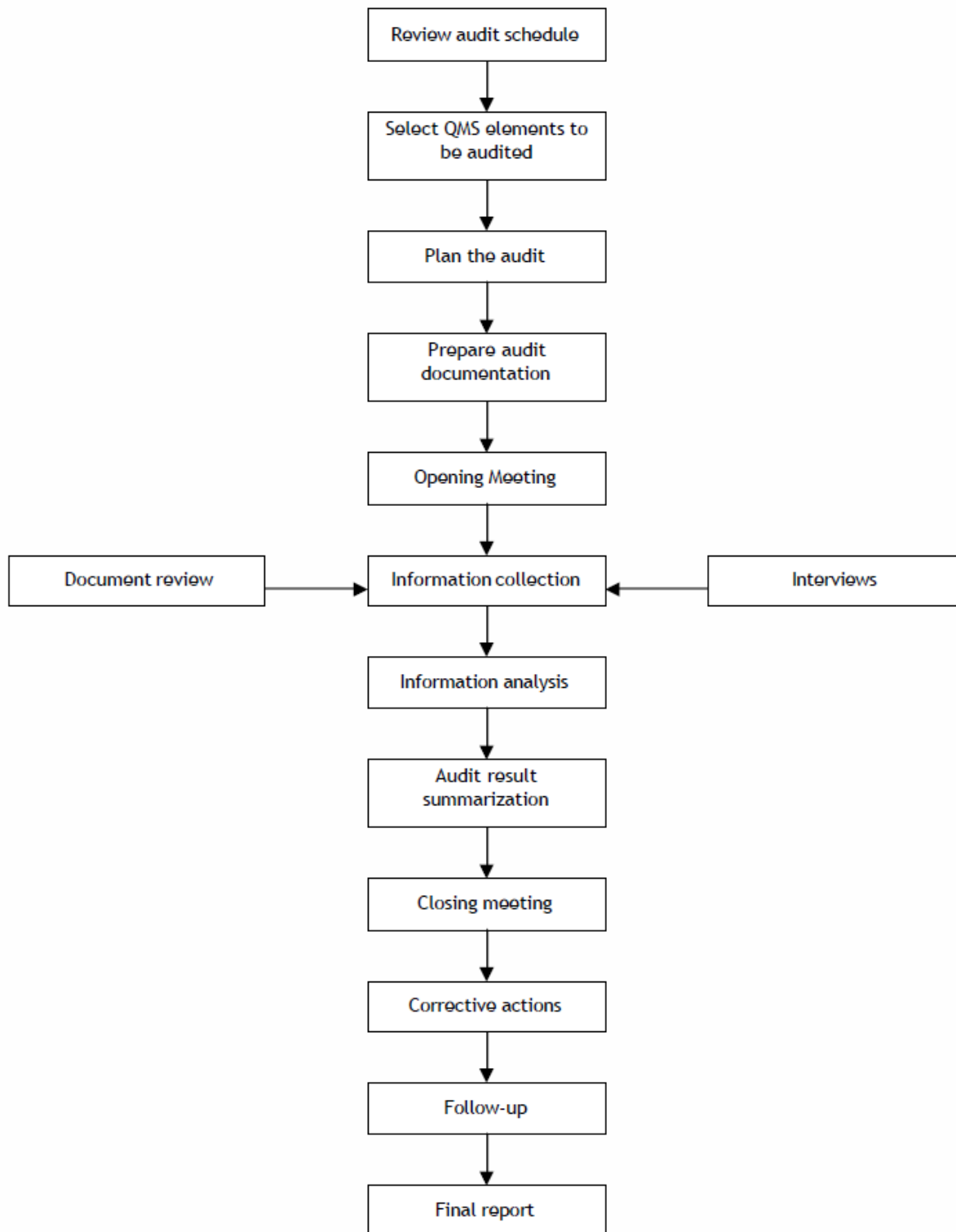
2.0 Applicability

- 2.1 This procedure applies to, but is not limited to:
 - 2.1.1 auditor(s)
 - 2.1.2 manufacturing personnel
 - 2.1.3 all documented processes and quality records
 - 2.1.4 quality management system

3.0 Related Documents

- 3.1 QM-01, Quality Manual, Section 8.2.2, Internal Audit.
- 3.2 Quality documents (customer, supplier, internal and external).
- 3.3 ISO9100:2008, Quality Management System Requirements, Section 4.2.3, Control of Documents.
- 3.4 RPR-012, Configuration Management, Sections 5.19 through 5.20
- 3.5 Internal Audit Schedule
- 3.6 Audit Worksheet
- 3.7 Audit Non-conformance Report

4.0 Process Flow Chart



5.0 Procedure

- 5.1 In accordance with ISO9001:2008, Section 8.2.2, Anchor Marine Services recognizes the importance of internal audits.
- 5.2 The quality manager will be responsible for conducting the internal audit.
- 5.3 The quality manager will train and supervise any employee recruited to help with the internal audit.
 - 5.3.1 auditors shall not audit their own work
- 5.4 Occurrence and content of internal audits are controlled by the internal audit schedule.
 - 5.4.1 quality manager shall review the schedule and plan audit activities accordingly
- 5.5 Quality manager shall prepare for QMS elements to be audited based on internal audit schedule.
- 5.6 Audit activities shall be planned, taking into consideration:
 - 5.6.1 current QMS documentation
 - 5.6.2 previous audit results
 - 5.6.3 additional or timely company requirements, as required
- 5.7 Audit documentation will be prepared using ink and/or computer printed documents.
 - 5.7.1 pencil shall not be used to record audit activities
- 5.8 Audit documentation includes, but is not limited to:
 - 5.8.1 audit worksheets
 - 5.8.2 audit conformance survey
 - 5.8.3 audit corrective actions
- 5.9 All applicable quality documentation and quality records associated with audit elements shall be reviewed for:
 - 5.9.1 conformance to the international standard
 - 5.9.2 conformance to the AMS QMS
- 5.10 Document review notes shall be reviewed to determine if objective evidence is available to show the effectiveness of the QMS. Document review shall be based on elements being audited, but audit trails may not be pursued to other elements. Document review notes shall satisfy the following requirements:
 - 5.10.1 name and number of document associated with element audited

- 5.10.2 result of document review
 - 5.10.2.1 no findings
 - 5.10.2.2 evidence of a minor non-conformance
 - 5.10.2.3 evidence of a major non-conformance
- 5.11 Quality manager shall schedule and conduct the internal audit opening meeting. The meeting agenda shall include, but not be limited to:
 - 5.11.1 timely start
 - 5.11.2 elements to be audited
 - 5.11.3 concerns from previous audits
 - 5.11.4 timely adjournment
- 5.12 Audit interviews shall be conducted to determine if objective evidence is available to show the effectiveness of the QMS. Interviews shall be based on elements being audited, but audit trails may be pursued to other elements. Audit interview notes shall satisfy the following requirements:
 - 5.12.1 name and number of document associated with element audited
 - 5.12.2 name of person interviewed
 - 5.12.3 result of interview
 - 5.12.3.1 no findings
 - 5.12.3.2 evidence of minor non-conformance
 - 5.12.3.3 evidence of major non-conformance
- 5.13 All audit notes shall be reviewed to determine if objective evidence supports the effectiveness of the QMS or if deficiencies are present.
- 5.14 Audit results shall be summarized
 - 5.14.1 elements that pass
 - 5.14.2 elements that raise concern
 - 5.14.3 elements that are nonconforming
- 5.15 Quality manager shall conduct the closing meeting. The meeting agenda shall include:
 - 5.15.1 timely start
 - 5.15.2 review of audit findings
 - 5.15.3 assignment of corrective action for any non-conformance with a completion date
 - 5.15.4 timely adjournment
- 5.16 Responsible personnel shall perform the corrective action process for any non-conformance assigned
 - 5.16.1 corrective action process shall be given a set completion date

- 5.16.2 corrective action process shall conclude on or before the given completion date
- 5.16.3 corrective actions shall typically be given five working days for completion
 - 5.16.3.1 additional time shall be provided when circumstances require more time for completion
- 5.17 Quality manager shall follow up on all open corrective actions to ensure they are closed on the scheduled closure date.
 - 5.17.1 corrective action open on or beyond the set closure date shall be closely monitored by the quality manager until completed
- 5.18 The quality manager shall issue the final internal audit report two weeks after the internal audit takes place. The report shall contain, but not be limited to:
 - 5.18.1 summary of audit results
 - 5.18.2 status of all corrective actions

6.0 Responsibilities.

- 6.1 Responsible personnel
 - 6.1.1 participate in the opening meeting
 - 6.1.2 participate in audit reviews as required
 - 6.1.3 participate in closing meeting
 - 6.1.4 complete corrective actions as assigned
- 6.2 Quality manager
 - 6.2.1 plan the internal audit
 - 6.2.2 conduct the internal audit
 - 6.2.3 present the results of the internal audit
 - 6.2.4 review quality records
 - 6.2.5 issue and control documents, as appropriate
 - 6.2.6 ensure documents are regularly reviewed and updated
 - 6.2.7 ensure that regular internal audits, that address the continued applicability of this document, are scheduled and completed

7.0 Record Retention.

- 7.1 All internal audit records shall be maintained in the quality assurance office indefinitely.
- 7.2 This controlled QMS procedure shall be maintained on the server indefinitely.
- 7.3 Any hardcopy of this controlled document shall be valid for one day after printing.
 - 7.3.1 after one day has elapsed the document shall be used only as a reference document
 - 7.3.2 reference documents must be verified for revision level prior to use
- 7.4 Obsolete documents shall be removed from area of use and disposed of as appropriate
- 7.5 As appropriate, all quality records associated with this document are available for customer or regulatory agency review.

8.0 Document Control.

- 8.1 This controlled QMS procedure shall be maintained on the server indefinitely.
- 8.2 Any hardcopy of this controlled document shall not be valid for when printed.
- 8.3 A printed copy shall only be considered valid when a genuine copy is issued and stamped by the document controller. This copy shall have a date applied, after which the document becomes invalid. (this is usually 1 day after printing. The date of printing shall be applied to the genuine controlled copy cover sheet).

9.0 Document Authorities.

- 9.1 Custodian: Quality Manager
- 9.2 Review Activity Quality Manager
 Managing Director
 Operations Manager
- 9.3 Approval Authority: Quality Manager
 Managing Director
 Operations Manager