

Title: Internal Audit Report

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| Audit report ref | BEC-QMS-IA-2023-01 |
| Objectives | <ul style="list-style-type: none"> a) determine the extent to which quality management system (QMS) conforms to the audit criteria b) ascertain the efficiency and effectiveness of the system c) identification of areas for improvement e.g. best practices |
| Scope of the audit | <ul style="list-style-type: none"> • technical department (third party audit; trainings; and consultancy; • telesales and digital marketing department; • accounts and admin department. |
| Audit criteria | <ul style="list-style-type: none"> • requirements related to QMS against ISO 9001:2015, • requirements related to ‘customer, contract and law • industry best practices |
| Audit methodology | <p>The objective ‘evidence’ of conformity will be obtained through one or more of the following wa</p> <ul style="list-style-type: none"> • review of documents and information; • interviewing selected staff; • discussion with process owner; • witnessing a test; • onsite observation of work practices, facilities; and equipment etc. |
| Grading of non-conformance | <ul style="list-style-type: none"> ▪ A ‘major non-conformity’ is <ul style="list-style-type: none"> • when there is total breakdown of a system to meet the requirements e.g. system does not exist or not implemented; • where a large number of related minor non-conformities have not been met, such non-conformities may collectively be classed as a single major non-conformity; • a non-conformance that has a high business impact; • it relates to legal compliance; and • when a minor non-conformity is not resolved within the agreed timeframe it becomes a non-conformity. ▪ A ‘minor non-conformity’ is a single instance, or set of single instances, that show a requirement has not been met. ▪ Opportunity for improvement are against best practices |

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| Audit dates | March 16-17 | |
| Audit team | Lead Auditor, Auditor | |
| Audit summary including positive points | | |
| <p>The organization is in compliance overall; the positive points include</p> <ul style="list-style-type: none"> • the top management is committed and willing to allocate resources of all kinds • friendly work environment • the Management Representative and other Managers and Staff are courteous, well mannered, polite, competent, open minded, co-operative and willing to learn and improve • customer focused approach • effective communication and coordination • standard operating procedures | | |
| Audit findings | | |
| Sr # | Finding | Corrective Action Request Ref |
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| | Prepared by (auditor) | Reviewed and approved by (lead auditor) |
| Name | | |
| Signature | | |
| date | | |