1. Purpose

The purpose of this procedure is to define the process used to manage the Internal Audits of the Quality Management System for Technical Services.

2. Scope

This procedure applies to all Internal Audits conducted for Technical Services at all of its locations.

3. Definitions and Acronyms

   **Internal Audit** – an audit of the processes and procedures used by Technical Services, conducted by qualified employees of the department.

   **Non-conformance** – a discrepancy between the documented requirements of the Quality Management System or the ISO-9001 standard and the practice as demonstrated by objective evidence.

   **Corrective Action** – the action required to address a non-conformance.

4. Responsibility

   **Audit Coordinator** – is responsible for implementing and maintaining the Internal Audit System, including the annual audit plan and maintaining the audit records. This duty will be performed by the Quality Assurance Manager.

   **Internal Auditor** – is responsible to help in the planning of the Internal Audit, as well as conducting and documenting the scheduled audits.

   **Management** – is responsible for taking any corrective actions that may be required to correct a discovered non-conformance.
All Employees – are responsible for participating in the Internal Audits by demonstrating conformance to all requirements of the Quality Management System.

5. Training

5.1. The internal auditors are to be volunteers, with representation from each division.

5.2. To become a qualified internal auditor, the person must complete a training program. This training will be delivered by the Quality Assurance Manager.

5.3. All records for the internal auditor training will be maintained by the Quality Assurance Manager, and will also be entered on the individual’s training record maintained by the main office.

5.4. The training program will cover the topics outlined in the Internal Auditor Training Manual.

6. Procedure

6.1. To ensure the independence of the audit, internal auditors will not be permitted to audit within their own division.

6.2. Qualified internal auditors will conduct the audit.

6.3. Audit Planning

6.3.1. At the start of each calendar year, the audit coordinator will establish an internal audit schedule to cover all key processes in Technical Services Quality Manual and the ISO-9001 Standard.
6.3.2. An Internal Audit plan is to be developed and documented on section one of the Internal Audit Form. The audit plan will include the following information:

- Date of the audit
- Audit Coordinator
- Audit Objective
- Audit Scope – Processes and ISO-9001 sections to be covered
- Areas to be audited
- Supervisors and managers of areas to be audited
- Internal auditors and their assigned areas
- Any observers that may be present

6.3.3. Any changes to the audit plan must be reviewed and approved by the audit coordinator.

6.4. Audit Preparation

6.4.1. Review the Internal Audit Form from the previous internal audit.

6.4.2. Review any corrective actions that were generated by the previous audit.

6.4.3. Review any open corrective actions for the area to be audited.

6.4.4. Review any documentation relating to the scope of the audit to be performed.

6.4.5. Produce an Internal Audit Checklist that is relevant to the scope of the audit.

6.4.6. Complete section two of the Internal Audit Form and attach a copy of the Internal Audit Checklist.

6.4.7. Confirm the audit schedule with the area supervisors and manager. A copy of section one of the Audit Form is to be sent to the area manager.
6.5. Audit Performance

6.5.1. An opening meeting is scheduled with the Audit Coordinator, auditors, area manager, and supervisors in attendance. The objective of this meeting is to review the purpose, scope, and method used to conduct the audit. This meeting will also confirm the availability of people and resources needed to conduct the audit.

6.5.2. The Audit Coordinator, auditor(s), and area representative will conduct the audit following the schedule outlined in section one of the Internal Audit Form.

6.5.3. After the audit schedule has been completed, the auditor(s), and Audit Coordinator will meet to review the results of the audit and prepare the preliminary report. The preliminary report is recorded on section three of the Internal Audit Form.

6.5.4. A closing meeting is scheduled so that the Audit Coordinator can review the audit with the area audited, answering any questions that the area manager or supervisors may have resulting from the audit, and present the preliminary report. This meeting is to be attended by the Audit Coordinator, auditor(s), area manager, and supervisors.

6.5.5. The Internal Audit Form is signed by the Audit Coordinator and the area manager.

6.5.6. The Audit Coordinator retains all audit forms and completed checklists as controlled records.

6.6. Audit Closeout

6.6.1. The Audit Coordinator is to review all the records produced during the audit.

6.6.2. The Audit Coordinator is to initiate any necessary corrective action(s).

6.6.3. The Audit Coordinator is to review any observations and suggestions for improvement generated by the audit.
6.6.4. The Audit Coordinator is to prepare the final report on the audit.

6.6.5. The Audit Coordinator is to meet with the area manager and discuss the final report.

6.6.6. The Audit Coordinator is to present the final report to the senior management team.

6.6.7. The final report is to be attached to the Internal Audit Form to become part of the controlled record.

6.7. Audit Actions

6.7.1. On a periodic basis, the Audit Coordinator is to receive updates on and review any corrective actions generated by the audit.

6.7.2. As the corrective actions are closed they are to be recorded in section four of the Internal Audit Form.

6.7.3. On a periodic basis, the Audit Coordinator will review any open corrective actions with the senior management team.

6.7.4. After all the corrective actions generated by the audit have been closed, the Audit Coordinator is to sign and date the Internal Audit Form and maintain it as a controlled record.

7. Quality Records

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<th>Record Name</th>
<th>Record Location</th>
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8. Reference Documents

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9. Change Log

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<tr>
<td>October 15, 2012</td>
<td>Rick Meaney</td>
<td>Initial Release</td>
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