

Reference	23760
Date	13 <sup>th</sup> January 2017

## Annual Surveillance Audit Report

Organisation Name	Kinorigo
Organisation Address	204 Duggins Lane, Tile Hill, Coventry CV4 9GP
Audit location(s), if different from above	As above
Audit Type	Annual Surveillance
Certificate Details	Certificate Number: 8084 Current Certificate Date: 13 <sup>th</sup> January 2016 Expiry Date: 13 <sup>th</sup> January 2017
Standard	ISO 9001:2008
Start and Finish Time	09.30 hrs. - 15.00 hrs.
Audit Criteria	Comprehensive Audit (or part thereof) against the Management System processes and procedures documented by the Organisation, based on the requirements of the Standard.
Audit Objectives	<ol style="list-style-type: none"> <li>To confirm that the Management System has been implemented or maintained and is operating in accordance with the Audit Criteria.</li> <li>To confirm the ability of the Management System to ensure that the Organisation meets applicable statutory, regulatory and contractual requirements and meets its specified objectives.</li> <li>To identify areas for potential improvement of the Management System.</li> </ol>
Upgrade Information (if applicable)	<ol style="list-style-type: none"> <li>Does the client wish to upgrade to the latest version of the Standard? : <b>N/A</b></li> <li>Is the Management System suitable for upgrading? : <b>The system is of NBS Origin</b></li> </ol>

Recommendation			
Pass			
Pass subject to rectification	✓	Auditor's Name	Graeme Elmer
Probationary Pass		Auditor's Signature	
Suspension		Client's Name	Miss Victoria Tracey
Cancellation		Client's Signature	

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<b>Findings</b>			
<b>Clause</b>	<b>Grade</b>	<b>Procedure Audited</b>	<b>Evidence and Findings</b>
4.2.3	Pass	Control of Documents	The controlled version of the Manual is maintained and accessed via the NBS dashboard. Changes have been identified and recorded as required - Issue V2 dated 13/05/2016. Data is backed up daily to USB which are stored off site, and also remotely by a third party IT support specialist - Logs are maintained. Doc 11505 refers.
4.2.4	Pass	Control of Records	Document Log Smartsheet 'Sharepoint Numbering' lists all the Organisations standard documents - viewed electronically. Retention periods are recorded - viewed for 00021 HR certificates retention period 7 years. Document change details are recorded on the Log.
5.3	Pass	Quality Policy	In place, signed and dated - The Policy continues to reflect the aims and ideals of the Organisation. Evidence of review 13/05/2016.
5.4.1	Pass	Quality Objectives	Objectives, Targets and Actions Log (DOC019) reviewed. A total of three quality Objectives have been identified and targets are on-going.
5.5.1/3	Pass	Structure Chart	Conversation – As illustrated, the structure chart and Responsibilities section of the Manual show the roles, responsibilities and channels of communication with regard to the QMS within the Organisation.
5.5.2	Pass	Management Representative	The member of management responsible for overseeing the Quality System is Miss Victoria Tracey.
5.6.1/3	Pass	Management Review	Meetings held and recorded 16/06/2016 and also October 2016 in conjunction with ISO 14001. Minutes show that all the specified quality and environmental agenda items (1-20) had been addressed.
6.2.2	Pass	Human Resources	Training records are maintained electronically for all employees. Viewed Competence Matrix. Completed Induction Checklist viewed for Raechel Harratt dated 21/07/2016.
6.3	Pass	Infrastructure	Infrastructure List viewed via the dashboard. Maintenance Log also reviewed - 0522 MOT AE13NWW - certificate viewed on file dated 03/02/2016.
6.4	Pass	Environment	All work areas visited were observed to be in a clean, dry and tidy condition, appropriate to the activity carried out therein. Health & Safety Policy in place. First Aid Kits and Fire Extinguishers observed in place.

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Findings			
Clause	Grade	Procedure Audited	Evidence and Findings
7.1	Pass	Planning	Planning of service provision is recorded on the 'Astute' - viewed demonstration 34392 - Paton Developments. Stock Control is also maintained by the system - Observation.
7.2	Pass	Enquiries, Review, Quotations and Order Receipt	22010 - Quote Process reviewed - Quotation 34828 reviewed for S2 Contracts Ltd - dated 10/01/2017. 22004 - Sales Process reviewed - Job reference Order entry procedures are being adhered to - 34246 - Clements and Street Ltd - order entry date 03/08/2016 Order Confirmation viewed.
7.3	Minor Fail	Design	70051 and 70052 reviewed. <b>Observation - Drawing templates should include "Drawn By", "Checked By" and Revision number and detail fields.</b> <b>Unique Drawing references must also be included on all drawings for identification purposes.</b> Project folder are produced to maintain all associated documents.
7.4	Pass	Purchasing	70046 - Raising a Purchase Order reviewed - procedures are adhered to. A schedule of approved suppliers is maintained via the dashboard (DOC014). Details of approvals are recorded. Purchase Orders are raised using 'Astute' - Purchase Log - viewed last entry 12601 dated 13/01/2017. Viewed example for purchase order 12601 - Haywoods Accessories - cross reference in evidence for job number 34392 (Paton Developments). 42001 - Oncoming Goods reviewed. Suppliers' delivery documents checked at random - Signatures observed in place. PODs are accessible via the couriers' web sites - viewed examples.
7.5.1	Pass	Provision of Service	22004 - Procedures reviewed - 34246 - Clements and Street Ltd - Customer Order 34246. Record of credit check viewed. Customer signed confirmation dated 05/08/2016 Email confirmation including copy delivery note viewed 09/09/2016. Delivery Note confirming delivery 12/09/2016 Invoice and payment details viewed.
7.5.3	Pass	Traceability	All the documents and records viewed during this audit were uniquely referenced and were also cross referenced where applicable.
7.5.5	Pass	Preservation	Visit to warehouse and workshop provided evidence of best practice. Labelled Racking observed in place.
7.6	Pass	Calibration	Resistance Tester ( CRT Pendulum 1446-02) certificate viewed electronically - CRT/14/2406 dated 18/11/2014.

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<b>Findings</b>			
<b>Clause</b>	<b>Grade</b>	<b>Procedure Audited</b>	<b>Evidence and Findings</b>
8.2.1	Pass	Customer Feedback	Following the completion of an order, a satisfaction questionnaire is communicated via telephone or email to the customer requesting the completion of a series of questions covering a range of the Organisation's services. A Nett Performance Score is calculated and, following analysis a graph is produced. Results are presented at the management meetings.
8.2.2	Pass	Internal Audit	Carried out and recorded in conjunction with ISO 14001 on a six monthly basis. Reports demonstrated that all sections of the Manual had been addressed during the audit with evidence recorded as required.
8.2.4	Pass	Monitoring and Inspection	Completed Production Forms 34596, 34437, 34392, 34099 and 34002 checked at random - all had been initialled and dated as an indication of final approval. Delivery Notes also checked at random - 34596, 34002, 34659 and 34295 - all had been initialled as 'Booked Out'.
8.3	Pass	Non-conformance Complaints	Non-conformances and complaints are recorded and managed using 'Astute'. Log reviewed - last entry 10363 dated 12/01/2017. 5 issues outstanding at the time of this audit.
8.5.2 8.5.3	Pass	Corrective Action Preventive Action	QA 10360 dated 03/01/2017 reviewed - details of actions taken had been recorded.

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**Notes for the Client**

**Corrective action(s)**

Required where non-conformance has been identified

**Number of non-conformances identified: 1**

**Number of major non-conformances: 0**

**Number of minor non-conformances: 1**

1	Drawings must be uniquely referenced.
2	
3	
4	
5	

This Audit has been based on Random Sampling methodology and does not exclude the possibility that other non-conformances may exist. All recommendations are subject to review and ratification by the Certification and Auditing Division of QMS International. Please remember that free telephone advice on any aspect of your Management System is available from QMS Head Office Tel: (01603) 630345.