

XYZ	XYZ Incorporated Quality Management System Procedure	QP.103
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Purpose: This procedure has been established to define the system used by XYZ Inc., for conducting internal audits to determine conformance to management system requirements.	
ISO 9001:2008 Requirement	XYZ Method of Addressing
Is effectively implemented and maintained	<p>XYZ's Management Representative is responsible for implementing and maintaining the Internal Audit program at XYZ Inc.</p> <p>The on-going effectiveness of this program shall be reviewed as part of XYZ's annual Management Review.</p>
An audit program is planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits	<p>Audits shall be performed in accordance with an audit schedule developed and maintained by the Management Representative.</p> <p>Audits shall be prioritized based on the status and importance of the processes and areas to be audited, and shall take into consideration previous audit results and any identified trends relating to product or process nonconformances.</p>
The audit criteria, scope, frequency and methods are defined.	<p>Audit criteria and scope shall be based on the process(es) and area(s) to be audited.</p> <p>As a minimum, each element of the XYZ Quality Management System shall be audited on an annual basis.</p> <p>Audit methods may include, but are not limited to, the review of program/process documentation, observation of work "in-process" and interviews with area personnel.</p>
Selection of auditors and conduct of audits ensure objectivity and impartiality of the audit process. Auditors do not audit their own work	<p>Internal Audits shall be conducted by either third-party or XYZ personnel that meet the qualification requirements of ISO 19011.</p> <p>Where internal personnel are used, the Management Representative shall ensure that auditors do not audit their own work.</p>

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<p>The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are defined.</p>	<p>The Management Representative shall be responsible for the scheduling and planning of all Internal Audits.</p> <p>Results of Internal Audits, and any resulting corrective action(s), shall be recorded and maintained as part of a formal Audit Report.</p> <p>Copies of the audit report shall be distributed to the affected area manager, Vice President and company President.</p> <p>The original audit report, and any additional audit records, shall be maintained on file by the Management Representative in accordance with QP.102, <i>Control of Records</i>.</p>
<p>The management responsible for the area being audited ensures that actions are taken without undue delay to eliminate detected nonconformities and their causes.</p>	<p>It shall be the responsibility of the area manager to respond to any findings identified within 30 days.</p> <p>This response shall include any corrective action(s) taken, or if necessary, a corrective action plan and implementation timeline.</p> <p>The Management Representative shall consider the adequacy of the response, and request additional action if necessary.</p> <p>Any corrective actions taken or proposed will be reviewed by the Management Representative to determine if changes are required to existing QMS documentation.</p>
<p>Follow-up activities include the verification of the actions taken and the reporting of verification results.</p>	<p>Upon notification that any necessary corrective actions has been completed, the Management Representative shall verify any corrective actions taken and review their implementation for effectiveness.</p> <p>Verification of corrective actions taken shall be documented as part of the audit record.</p> <p>At the Management Representative's discretion, a follow-up audit may be required.</p>

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