

Internal Audits Procedure Policy

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1. PURPOSE

The aim of this procedure is to monitor the processes used within the QMS. The audits are conducted at regular intervals to ensure that processes are compliant, implemented and remain appropriate to the organisation. The result of the audits form part of the agenda at the Management Review.

2. PROCESS

2.1 Audit Planning

The Systems Manager will prepare an Audit Schedule each year. The processes audited will be determined based on the experience and knowledge of the Systems Manager by their impact on:

- Business operations and customer outcomes.
- Historical incidents and non-conformances.

Status	Definition
Excellent	No findings in previous internal audit
Good	Opportunities for improvement identified in internal audit, attention required within the month
Reasonable	Non-conformance identified in Internal Audit Attention required within a week
Poor	Multiple non-conformances identified in internal audit, Immediate action required
Non-existent	Non-conformances identified against majority of the internal audit criteria, Director to be notified

The audit schedule will be circulated to the Director and Managers for comment before finalisation. The audit schedule may also include audits of important suppliers or contractors.

The Systems Manager may carry out the audits and will ensure that adequate training has been provided to employees. External contractors may be engaged to carry out internal or supplier audits.

2.2 Internal Auditor Selection

The effectiveness of an audit is very dependent on the personal attributes and the knowledge and skills of the auditor; these will affect the willingness of an auditee to cooperate and communicate openly. Because of this the Systems Manager will take into account the following when selecting an Internal Auditor:

2.2.1 Auditor's Knowledge:

- Knowledge and ability to apply audit principles, techniques and procedures.
- Knowledge of audit criteria, for example the procedures being audited.
- Knowledge of the business, industry, processes and the risks associated with them.
- Knowledge of the applicable legal and regulatory requirements.

2.2.2 Auditor's Personal Characteristics and Skills:

- Communication, time and people management skills.
- Effective planning skills.
- Understanding of different personalities in particular the auditor's own strengths and weaknesses.
- Being able to exercise the right form of authority as an auditor.
- Being able to build good relationships with the Auditee.

It is important to note that an Internal Auditor must be independent. This means that a staff member cannot audit a process where he/she is heavily involved.

2.3 Carrying Out and Closing-Off Audits

The auditor will ensure that those being audited are advised at least 48 hours in advance, with the scope of the audit clearly communicated.

Any Non-Conformances (NC), Opportunities for Improvement (OFI) or recommendations will be noted.

All audits will be concluded with a close-out meeting to ensure the auditee fully understands the findings and has the opportunities to discuss them as well as agree on dates for closing off any corrective actions raised. All follow up actions should occur based on agreed dates noted in the close-out meeting.