

## HSE TECHNICAL SERVICES

**AUDITOR:** LOUISE NUAGHTON  
**DATE OF AUDIT:** 4<sup>TH</sup> MAY 2007  
**SCOPE OF THE AUDIT:** QUALITY MANAGEMENT SECTION  
**AUDITEE:** TECHNICAL SERVICES STAFF  
**AUDIT NO:** 3/2007

### NOTES FROM THE AUDIT.

none

RECOMMENDATIONS FROM AUDIT: RECTIFY THE NC'S AND OBS FOUND DURING THIS AUDIT BEFORE EXTERNAL AUDIT TO ISO 901:2000 BY CERTIFICATION BODY

REF. NO	NC/ OBS/ OBJECTIVE EVIDENCE/ AUDIT TRAIL	PERSON RESP.	NC/OBS	CAR NO RAISED
1.	<p><b>QUALITY MANAGEMENT SYSTEM.</b></p> <p><b>QUALITY RECORDS PROCEDURE</b></p> <ul style="list-style-type: none"><li>· RECORD CONTROL PROCEDURE DRAFTED</li><li>· PROCEDURE REVIEWED AND FOUND TO BE IN ORDER.</li><li>· PROCEDURE CIRCULATED REVIEWED.</li><li>· CHECKED RECORDS LISTING WITH STAFF MEMBERS IN PLASSEY. - OK</li></ul> <p><b>DOCUMENT AND DATA CONTROL</b></p> <ul style="list-style-type: none"><li>· DOCUMENT CONTROL PROCEDURE REVIEWED AND FOUND TO BE UP TO DATE.</li><li>· MASTER DOCUMENT LIST NOT UP TO DATE</li><li>· ELECTRONIC DATA SERVER BACKUP SYSTEM IN PLACE IN HSE.</li><li>· CAR'S REVIEWED FOR DOCUMENT UPDATES – OK</li><li>· OBSOLETE DOCUMENTS REVIEWED</li><li>· A LIST OF CONTROLLED COPY HOLDERS IN QUALITY MANUAL. COPY HOLDERS HAVE SIGNED ACCEPTANCE OF THEIR COPY OF THE PROCEDURES MANUAL.</li><li>· QUALITY MANUAL ISSUED AND MASTER ON FILE.</li></ul> <p><b>NON CONFORMING AND CORRECTIVE AND PREVENTATIVE ACTION PROCEDURES (CUSTOMER COMPLAINTS)</b></p> <ul style="list-style-type: none"><li>· EXAMINED CONTENTS OF PROCEDURE WITH NIAMH.</li><li>· CAR LOG EXAMINED AND BROUGHT UP TO DATE APPROXIMATELY 30 CAR'S RAISED SINCE LAST AUDIT OF THIS AREA.</li><li>· SYSTEM WAS FOUND TO BE WORKING WELL.</li></ul>			

	<p><b>INTERNAL AUDIT PROCEDURES</b></p> <ul style="list-style-type: none"> <li>· NO INTERNAL AUDIT SCHEDULE IN PLACE FOR 2005/6.</li> <li>· A FULL SET OF INTERNAL AUDITS CURRENTLY BEING CARRIED OUT.</li> <li>· PROCEDURE CONTENTS REVIEWED AND FOUND TO BE OK.</li> </ul> <p><b>OBJECTIVE AND TARGETS AND CONTINUOUS IMPROVEMENT</b></p> <ul style="list-style-type: none"> <li>· OBJECTIVE AND TARGETS SET OUT IN LAST MANAGEMENT REVIEW MEETING DATED JAN 06.</li> <li>· QIP SYSTEM IN PLACE TO PLAN QUALITY IMPROVEMENT PROGRAMMES, REVIEWED QIP SYSTEM, ITEMS BEING FOLLOWED UP BY GERRY MAC NAMARA.</li> <li>· A FORMAL REVIEW OF QIP'S WILL TAKE PLACE AT THE NEXT MANAGEMENT REVIEW MEETING.</li> </ul> <p><b>MANAGEMENT REVIEW MEETING</b></p> <ul style="list-style-type: none"> <li>· MANAGEMENT REVIEW MEETING IS CURRENT TAKING PLACE OVER THESE WEEKS.</li> <li>· LAST MEETING HELD JAN 06.</li> <li>·</li> </ul> <p><b>CUSTOMER FEEDBACK</b></p> <ul style="list-style-type: none"> <li>· THE HSE HAS A DEPARTMENT FOR LOGGING, ANALYSING AND FOLLOWING UP CUSTOMER COMPLAINTS AND COMMENTS TO COMPLETION. HSE TECHNICAL SERVICES ARE INFORMED AS ISSUES ARISE.</li> <li>· FEEDBACK DISCUSSED AT MANAGEMENT REVIEW MEETINBG DATED JAN 06.</li> </ul> <p><b>QUALITY MANUAL</b>  CHECKED CONTENTS OF THE QUALITY MANUAL, RECENTLY DRAFTED ALL REFERENCES CORRECT, SCOPE OF SYSTEM DEFINED, EXCLUSIONS EXPLAINED, ORGANISATION CHART INCLUDED.</p> <p>NO REVISION HAVE TOOK PLACE YET.</p>			
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