



ISO 9001

AUDIT REPORT



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1.0. Audit Guidance

This audit report checklist template encompasses of the requirements of ISO 9001 Quality Management Systems – Requirements, section 4.0 to section 10.0.

To assist with the auditing process each of the required ISO 9001 criteria is phrased as a question. It is highly recommended the auditor have a copy of the ISO 9001 - Quality Management Systems Standard on hand to assist with the audit process.

To ensure a sufficient response to the audit criteria, it is recommended that the audit criteria be copied and pasted into the "Audit Question Response" section and then a formulated into a detailed audit criteria response and documented evidence.

2.0. Audit Scope and Method

The audit's intention is to provide assurance to senior management that risk management processes are being adequately managed and controlled. The audit findings should be used to drive corrective actions to the ISMS processes to be communicated to the relevant parties.

The audit rating system is graded from 'conformant' to 'non-conformant' to convey a concise scoring each audit criteria. There is also a procedure to identify and opportunities for improvement to the continual improvement process. ISO 9001:2015 Quality Management Systems

At the audit, you can transfer the firm's variables and plans.

The completed audit report shows the findings of the audit results, details of the issues observed, subsequently allowing the monitoring and review of any issues that were

Audit Criteria

This includes the element(s) that are any element(s) out of your specific audit scope.

- 
- ISO 9001:2015
 - ISO 14001:2015
 - ISO 45001:2018
 - ISO 9001:2015 Performance Evaluation
 - ISO 9001:2015 Clause 10. Improvement

3.0. Audit Ratings

Finding	Definition/Impact	Action/Mitigation
Conformance:	Indicates that the criterion has been met.	Nil action required. Continue to monitor trends and errors.
Non-Conformance:	Indicates that the criterion has not been met.	Investigate root cause(s) and implement corrective actions by next reporting period or next scheduled audit.
Not able to be verified:	Indicates that procedures are in place but, there have been no cases to test those procedures. It is expected that this classification will only be used in limited circumstances and where applied, the reason for the finding will be explained by the auditor.	
Not applicable:	Indicates that the criterion does not apply.	
Opportunity for improvement:	Conformance has been achieved, however, there is a risk issue that offers an opportunity to improve the current process. Unresolved OPI's may develop into non-conformance if not achieved.	Review and implement corrective actions to improve the process(s). Monitor and report on progress to determine if improvement is achieved.
Other:	Can relate to a finding on observation or test.	

List of Interviewed

Name	Position

Summary of Findings

Outcome	Number of Criteria
Conformances	
Non-conformances	
Not able to be verified	
Not applicable	
Opportunity for improvement	
Other	

Non-Conformances

Several non-conformances were identified during

Criterion	Non-Conformance

SAMPLE
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Not Able to be Verified

Several criteria were unable to be verified during the audit. They are:

Criterion	Not Able to be Verified

Not Applicable

Several criteria were not applicable during the audit. They are:

Criterion	Not Applicable

SAMPLE
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Opportunities for Improvement

A few observations were identified during the audit. They are:

Criterion	Observation

Corrective Actions

Several corrective actions have been raised as a result of the audit. They are:

Criterion	Corrective Action

SAMPLE
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Other

There were a number of random observations. They are:

Criterion	Observation

4.0. Context of the Organization		
4.1. Understanding the organization and its context		
4.1.	How has the organization determined the external and internal issues relevant to its strategic direction?	
4.1.	How has the organization determined the external and internal issues relevant to its strategic direction?	
4.1.	How does the organization monitor and review information about external and internal issues?	
Findings	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Other	<input type="checkbox"/> Other
Documentation		
Audit Questions		
Opportunities for Improvement:		
Corrective Action Required:		

4.2. Understanding the needs and expectations of interested parties		
4.2.	How does the organization determine the:	
	a) interested parties that are relevant to the QMS?	
	b) requirements of these interested parties that are relevant to the QMS?	
4.2.	How does the organization monitor and review information about these interested parties and their relevant requirements?	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement	
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

4.3. Determining the scope of the QMS		
4.3.	How does the organization determine the boundaries and applicability of the QMS to establish its scope?	
4.3.	When determining the scope, how does the organization consider:	
4.3.	a) external issues related to its context?	
4.3.	b) relevant interested parties and their requirements?	
4.3.	How does the organization ensure that the scope of the QMS is consistent with the requirements of this International Standard that are applicable within the determined scope of its QMS?	
4.3.	Is the QMS available and maintained as documented information?	
4.3.	How does the organization determine the types of products and services covered, and provide justification for any requirement of this International Standard that the organization determines is not applicable to the scope of its QMS?	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Not applicable	

SAMPLE

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	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

4.4. Quality management system and its processes		
4.4.1.	How has the organization established, implemented, maintained and continually improved the QMS in accordance with the requirements of the standard and their interactions in accordance with the requirements of the standard?	
4.4.1.	<p>How have the processes been determined for the QMS and</p> <p>a) what are the inputs required for the outputs expected from those processes?</p> <p>b) what is the sequence and interaction of those processes?</p> <p>c) what are the criteria, measures of performance and related resources needed to operate and control those processes?</p> <p>d) has the organization determined the resources needed for these processes to ensure availability?</p> <p>e) has the organization assigned responsibility and authority for these processes?</p> <p>f) has the organization addressed opportunities as determined in accordance with the requirements of 6.1?</p> <p>g) has the organization determined the changes and, if needed, what changes are made to achieve intended results?</p> <p>h) has the organization determined the changes to the processes and the QMS as per the requirements of 10?</p>	
4.4.2.	<p>To ensure the organization</p> <p>a) has the organization determined the information to support the operation of its processes?</p> <p>b) has the organization determined the information to have confidence that the processes are being carried out as planned?</p>	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other

Document Evidence:	
Audit Question Response:	
Opportunity for improvement:	
Corrective Action Required:	

5.0. Leadership		
5.1. Leadership and commitment		
5.1.1. Leadership and commitment for the quality management system		
5.1.1.	<p>How does top management demonstrate leadership and commitment to the QMS?</p> <ul style="list-style-type: none"> a) taking accountability of the effectiveness of the QMS? b) ensuring the quality policy and objectives established for the QMS are compatible with the strategic direction and the organizational context? c) ensuring the requirements for the QMS do not conflict with other business requirements? d) promoting the use of process approach and risk based thinking? e) ensuring the resources needed for the QMS are available? f) communicating the importance of effective quality management and the importance of conforming to the QMS requirements? g) ensuring the QMS achieves its intended purpose? h) ensuring the QMS contributes to the effectiveness of the QMS? <p>Do different management roles to demonstrate leadership in their areas of responsibility?</p>	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		

Opportunity for improvement:	
Corrective Action Required:	

5.1.2. Customer focus

5.1.2.	How does top management demonstrate leadership and commitment to customer focus by ensuring that:
	a) customer requirements and applicable statutory and regulatory requirements are fully understood and consistently met?
	b) the risks and opportunities that can affect conformity of product and services are identified and satisfactorily determined and addressed?
	c) the focus on enhancing customer satisfaction maintained?

Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not applicable
	Opportunity for improvement:	

Document Evidence:	
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Audit Question Response:	
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Opportunity for improvement:	
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Corrective Action Required:	
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5.2. Policy

5.2.1. Establish, review and maintain a quality policy that:

5.2.1.	Establish, review and maintain a quality policy that:
	a) is appropriate to the purpose and context of the organization and strategic direction?
	b) provides a framework for setting and reviewing quality objectives?
	c) includes a commitment to satisfy applicable requirements?
	d) includes a commitment to continual improvement of the QMS?

Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
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	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

5.2.2. Communicating the quality policy		
5.2.2.	Is the quality policy: a) available as documented information? b) communicated, understood and applied on the organization's part? c) available to relevant interested parties?	
Finding:	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

5.3. Organization and Authorities	
5.3.	How does the organization ensure that responsibilities and authorities for relevant roles are assigned, communicated and understood with the organization's part?
5.3.	How does management assign the responsibility and authority for: a) ensuring that the QMS conforms to the international standard? b) ensuring processes are delivering their intended outputs?

	c) reporting on the performance of the QMS, opportunities for improvement and the need for change or innovation, how to report to top management?	
	d) ensuring that customer focus is promoted within the organization?	
	e) ensuring that the integrity of the QMS is maintained when changes to the QMS are planned and implemented?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

6.0. Planning for the quality management system		
6.1. Actions to address risks and opportunities		
When planning the QMS, the organization should consider the risks and opportunities that may affect the ability to conform to the requirements in 4.1 and the requirements referred to in 4.2? to determine the risks and opportunities that should be addressed.		
6.1.1.	a) achieve the intended result of the process, product or service, and b) prevent or reduce undesired effects and improve the performance of the organization.	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		

Corrective Action Required:	
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6.1.2. The organization shall plan	
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6.1.2.	How has the organization: a) planned actions to address risks and opportunities? b) How are: 1. actions integrated and implemented into the QMS processes? 2. actions evaluated the effectiveness of the actions?
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6.1.2.	How are actions taken to address risks and opportunities determined as being appropriate to the potential impact on the conformity of products and services?
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Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement <input type="checkbox"/> Other
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Document Evidence:	
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Audit Question Response:	
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Opportunity for improvement:	
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Corrective Action Required:	
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6.2. Quality objectives and planning to achieve them	
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6.2.1.	What are the quality objectives and how are these achieved? What levels and processes that are needed for the QMS??
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6.2.1.	How are the quality objectives monitored and measured? How often? How do they enhance customer satisfaction?
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	f) communicated?	
	g) updated as appropriate?	
6.2.1.	Is documented information maintained on the quality objectives?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

6.2.2.	Regarding the planning to achieve the quality objectives, how does the organization:	
6.2.2.	a) what will be done?	
	b) what resources are required?	
	c) who is responsible?	
	d) when it will be completed?	
	e) how will results be evaluated?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

6.3. Planning of changes		
	When the organization determines the need for changes to the QMS, are the changes carried out in a planned manner (see 4.4).	
6.3.	How does the organization consider: a) the purpose of changes and their potential consequences? b) the integrity of the QMS? c) the availability of resources? d) the allocation or reallocation of responsibilities and authorities?	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		
7.0. Support		
7.1. Resources		
7.1.1. General		
7.1.1	Has the organization determined and provided the resources needed for the establishment, implementation, maintenance and improvement of the QMS?	
7.1.1.	How does the organization consider: a) the purpose of changes and their potential consequences? b) the integrity of the QMS? c) the availability of resources? d) the allocation or reallocation of responsibilities and authorities?	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified

SAMPLE

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	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

7.1.2. People		
7.1.2.	How does the organization provide the persons necessary to consistently meet customer requirements for the QMS, including the operation of the management system?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

7.1.3. Infrastructure		
7.1.3.	How does the organization determine, maintain and maintain the infrastructure necessary for the operation of its processes and to achieve its intended results?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		

Opportunity for improvement:	
Corrective Action Required:	

7.1.4. Environment for the Operation of Processes

7.1.4.	Does the organization determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services?
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Not applicable <input type="checkbox"/> Non-conformance <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Opportunity for improvement <input type="checkbox"/> Other
Document Evidence:	
Audit Question Response:	
Opportunity for improvement:	
Corrective Action Required:	

7.1.5. Monitoring and measuring resources

7.1.5.1	Does the organization determine and provide resources necessary to ensure reliable results when monitoring or measuring?
7.1.5.1	Does the organization ensure that resources are suitable for the specific type of monitoring and measuring activities being undertaken?
7.1.5.1	Does the organization ensure that resources are used in accordance with their purpose?
7.1.5.1	Does the organization use appropriate information as evidence of fitness for purpose of the monitoring and measuring?
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Not applicable <input type="checkbox"/> Non-conformance <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Opportunity for improvement <input type="checkbox"/> Other
Document Evidence:	

Audit Question Response:	
Opportunity for improvement:	
Corrective Action Required:	

7.1.5.2. Measurement traceability

7.1.5.2	When measurement traceability is a requirement, or is considered by the organization to be essential for maintaining confidence in the validity of measurement results, is measuring equipment: <ul style="list-style-type: none"> a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards that are traceable to international or national measurement standards; when no such standards exist, the basis used for calibration and verification is documented information? b) identified to determine their status? c) safeguarded from adjustment, damage, or deterioration that would invalidate the calibration and subsequent measurement results?
7.1.5.2	When previous measurement results have been shown to be affected by equipment found to be unfit for its intended purpose, does the organization take appropriate action, as necessary?
Finding	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Other
Document	<input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Other
Audit	
Opportunity	
Corrective	

7.1.6. Organizational knowledge

7.1.6.	How does the organization determine the necessary knowledge for the operation of processes and determine the necessary knowledge to achieve conformity of products and services?
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7.1.6.	How does the organization maintain this knowledge and how do you make it available to the extent that is necessary?	
7.1.6.	How does the organization consider current knowledge and how do you acquire additional knowledge when addressing changing needs and trends?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

7.2. Competence		
7.2.	How does the organization: a) determine the necessary competence for performing the work? b) determine competence requirements and appropriate education, training and experience? c) take action to acquire necessary competence and ensure the effectiveness of those actions? d) retain appropriate documentation of information used to determine competence?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

7.3. Awareness		
7.3.	How are people aware of: a) the quality policy? b) relevant quality objectives? c) their contribution to the effectiveness of the QMS and the benefits of improved performance? d) the implications of not conforming with the QMS requirements?	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		
7.4. Communication		
7.4.	How does the organization communicate with internal and external interested parties relevant to the QMS, including: a) what it will communicate? b) when to communicate? c) with whom to communicate? d) how to communicate?	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		

Opportunity for improvement:	
Corrective Action Required:	

7.5. Documented information

7.5.1. General

7.5.1.	What documented information does the organization have: a) as required by this ISO 9001 Standard? b) as being necessary for the effectiveness of the QMS?
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Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other

Document Evidence:	
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Audit Question:	
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Opportunity for improvement:	
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Corrective Action Required:	
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7.5.2. Creating and updating

7.5.2.	How does the organization ensure that documented information contains: a) the necessary information and data? b) the necessary approvals to enable suitability and adequacy.
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Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other

Document Evidence:	
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Audit Question Response:	
Opportunity for improvement:	
Corrective Action Required:	

7.5.3. Control of documented information	
7.5.3.1	Is documented information (required by the QMS and ISO 9001) controlled to ensure it is: a) available and suitable for use, where and when it is needed? b) adequately protected from loss of confidentiality, improper use, or loss of integrity?
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement <input type="checkbox"/> Other
Document Evidence:	
Audit Question Response:	
Opportunity for improvement:	
Corrective Action Required:	

7.5.3. Control of documented information	
7.5.3.1	When controlled, documented information shall be available and suitable for use, where and when it is needed, and be adequately protected from loss of confidentiality, improper use, or loss of integrity.
7.5.3.2	Identify (as appropriate) and control documented information of external origin which the organization determines necessary for the QMS.
7.5.3.2	How does the organization protect documented information that is used to identify evidence of conformity from unintended loss or damage?

Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.0. Operation		
8.1. Operational planning and control		
8.1.	How does the organization plan, implement and control the processes (see 4.4) needed to meet the requirements for the provision of products and services, and to prevent the occurrence of non-conformities? Clause 6 by determining the requirements for the products and services?	
8.1.	a) establishing criteria for the processes? 1. the processes? 2. the acceptance of products and services?	
8.1.	c) determining the resources needed to meet the product and service requirements? d) controlling the processes with the criteria?	
8.1.	How does the organization ensure that the planned information to the extent necessary: that the processes have been carried out as planned? the conformity of products and services to their requirements?	
8.1.	How does the organization ensure that the process is suitable for the organization's operations?	
8.1.	How does the organization control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary?	
8.1.	How does the organization ensure that outsourced processes are controlled (see 8.4)?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable

	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.2. Determination of requirements for products and services

8.2.1. Customer communication

8.2.1.	What are the organizations processes for communicating with customers? a) products and services? b) enquiries, contracts and order handling? c) customer feedback, perceptions and complaints? d) handling or treatment of customer property? e) special requirements and contingency planning?
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Finding	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Not able to be verified
		<input type="checkbox"/> Other

Document Evidence:	
Audit Question Response:	
Opportunity for improvement:	
Corrective Action Required:	

8.2.2. Determination of requirements related to products and services

8.2.2.	What is the organization's process to determine the requirements for:
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8.2.2.	a) the requirements of products and services to be offered to potential customers and how do you establish, implement and maintain this process and;	
	1. how do you define statutory and regulatory requirement and;?	
	2. any other requirements considered necessary?	
	b) any defined requirements and any claims the organizations offers for its products and services?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.2.3. Review of requirements related to products and services		
8.2.3.1	How does the organization ensure that it has determined the requirements for products and services to be offered to customers?	
8.2.3.1	How does the organization conduct a review of more complex products and services to a customer including:	
8.2.3.1	a) requirements specified by the customer, including requirements for delivery and post-delivery activities?	
8.2.3.1	b) requirements stated by the customer for the specified or intended use, when known?	
8.2.3.1	c) requirements specified by the organization?	
8.2.3.1	How does the organization ensure that contract or order requirements differing from those previously expressed?	
8.2.3.1	How does the organization ensure that contract or order requirements differing from those previously defined are resolved?	
8.2.3.1	Are customer requirements confirmed by the organization before acceptance, when the customer does not provide a documented statement of requirements?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified

	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.2.3.2.		
8.2.3.2	How does the organization retain documented information, as applicable a) on the results of the review? b) on any new requirements for the products and services?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.2.4. Change of Requirements		
8.2.4.	How does the organization ensure that relevant documented information is amended, and that relevant persons are made aware of the requirements for products and services are changed?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other

Document Evidence:	
Audit Question Response:	
Opportunity for improvement:	
Corrective Action Required:	

8.3. Design and development of products and services

8.3.1. How does the organization establish, implement and maintain a design and development process that is appropriate to the subsequent provision of products and services?

Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Inapplicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not applicable
Opportunity for improvement:		

Document Evidence:
Audit Question Response:
Opportunity for improvement:
Corrective Action Required:

8.3.2. Design and development planning

8.3.2. When planning design and development, how does the organization consider:

- a) the complexity of the activities?
- b) specify particular process stages including applicable reviews?
- c) verification and validation?
- d) interfaces and authorities?
- e) internal and external resource needs?
- f) how are interfaces are controlled, if needed?
- g) the need for involvement of customer and user groups?

	h) the requirements for subsequent products and services?	
	i) the level of control expected by customers and other interested parties?	
	j) the documented information that confirms design and development requirements have been met?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.3.3. Design and development inputs		
8.3.3.	How does the organization determine the requirements that are essential for the products and services being designed and developed?	
8.3.3.	How does the organization ensure that design and development: <ul style="list-style-type: none"> a) functional and performance aspects? b) the statutory and regulatory obligations? c) the standards, codes of practice and other requirements? 	
8.3.3.	How does the organization ensure that resources are available for the design and development of products and services?	
8.3.3.	How does the organization ensure that design inputs are adequate, complete and unambiguous for design and development?	
8.3.3.	How does the organization ensure that there are no conflicts among inputs?	
8.3.3.	How does the organization ensure that documented information on design and development inputs?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other

Document Evidence:	
Audit Question Response:	
Opportunity for improvement:	
Corrective Action Required:	

8.3.4. Design and development controls	
8.3.4.	<p>How does the organization apply controls to the design and development process to ensure:</p> <ul style="list-style-type: none"> a) that results to be achieved are clearly defined? b) that design and development reviews are conducted as planned? c) that verification activities are conducted to ensure that the product meets the input requirements? d) validation activities are conducted to ensure that the product meets the output requirements for the specified application or intended use? e) that the necessary actions are taken to address findings from reviews, verifications and validations?
Findings	<input type="checkbox"/> Formally defined and controlled <input type="checkbox"/> Informal or ad hoc <input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Other
Document Evidence	
Audit Question Response	
Opportunity for improvement	
Corrective Action Required	

8.3.5. Design and development outputs	
8.3.5.	<p>How does the organization ensure that design and development outputs:</p> <ul style="list-style-type: none"> a) meet the input requirements for design and development? b) are adequate for the subsequent processes for the provision of products and services?

	c) include or reference monitoring and measuring requirements, and acceptance criteria, as applicable? d) ensure products to be produced, or services to be provided, are fit for intended purpose and their safe and proper use?	
8.3.5.	Does the organization retain documented information which results from the design and development output?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.3.6. Design and development changes		
8.3.6.	How does the organization manage control and ensure changes made to the design and development of products or services ensure conformity with requirements?	
8.3.6.	Does the organization retain documented information on: a) design and development changes? b) the results of reviews? c) the effectiveness of changes? d) the results of corrective action?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.4. Control of externally provided products and services	
8.4.1. General	
8.4.1.	How does the organization ensure externally provided processes, products and services conform to specified requirements?
8.4.1.	How does the organization apply specified requirements for the control of externally provided products and services when: a) products and services are provided by external providers for incorporation into the organization's own products and services? b) the organization provides products and services directly to customers by external providers on the organization's behalf? c) a process or part-process is provided by an external provider as a result of a decision to outsource a process or function?
8.4.1.	How does the organization establish and apply criteria for evaluation, selection, monitoring of performance and control of external providers and how do you assess their ability to provide processes, products and services in accordance with specified requirements?
8.4.1.	What documented information has the organization retained on its evaluations, monitoring of performance and re-evaluations of external providers?
Finding:	<input type="checkbox"/> Conforming <input type="checkbox"/> Non-conforming <input type="checkbox"/> Opportunity for improvement <input type="checkbox"/> Other
Document Evidence:	
Audit Question Response:	
Opportunity for Improvement:	
Corrective Action:	
8.4.2. Typing	
8.4.2.	How does the organization ensure that the externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to customers?
8.4.2.	Does the organization: a) ensure externally provided processes remain within the control of the QMS?

	b) define both the controls that it intends to apply to an external provider and those that it intends to apply to the resulting output? c) consider: 1. the potential impact of the externally provided processes, products and services on the organisation's ability to consistently meet customer and applicable regulatory requirements? 2. the effectiveness of the controls of the external provider? d) determine the verification of all other activities necessary to ensure that the externally provided processes, products and services meet requirements?
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement
Document Evidence:	
Audit Question Response:	
Opportunity for Improvement:	
Corrective Action Required:	

8.4.3. Information for external providers	
8.4.3.	How does the organization ensure the external providers are aware of the requirements prior to their communication to external providers?
8.4.3.	How does the organization communicate with external providers for: a) the processes to be performed? b) the equipment? c) the products and services? d) external providers interactions with the organization? e) the control and monitoring of the external provider's performance to be applied by the organization?

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	f) verification or validation activities that the organization, or its customer, intends to perform at the external provider's premises?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.5. Production and service provision	
8.5.1. Control of production and service provision	
8.5.1.	What does the organization implement for production and service provision under the following conditions (including delivery and post-delivery activities)?
8.5.1.	<p>What does the organization provide and demonstrate controlled conditions for the following?</p> <p>a) the availability of documents and information defined for the production and service provision?</p> <p>1. the characteristics of the products and services that are provided or activities to be performed?</p> <p>2. the resources that are required to achieve the planned results of the production and service provision?</p> <p>3. the monitoring and measurement resources?</p> <p>4. the monitoring and measuring activities at various stages, to verify criteria for control of processes and products and services, have been met?</p> <p>5. the suitable infrastructure and environment for operational processes?</p> <p>6. the competence, where applicable, required qualification(s) of persons?</p> <p>f) the identification and periodic revalidation, of the ability to achieve planned results of any process for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement?</p> <p>g) the implementation of actions to prevent human error?</p> <p>h) the implementation of release, delivery and post-delivery activities?</p>

Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.5.2. Identification and traceability		
8.5.2.	What means does the organization use to identify process outputs and the form of product?	
8.5.2.	How does the organization identify the status of outputs with respect to measuring requirements?	
8.5.2.	How does the organization ensure the unique identification of process outputs? Is a requirement, and what does the information do for the organization's traceability?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.5.3. Property of customers or external providers	
8.5.3.	What does the organization provide for customer or external provider's property while under the organization's control or being used by the organization?
	How do you identify, verify, protect and safeguard that property which is provided for use or incorporation into the organization's

	products or services?
8.5.3	How does the organization identify, verify, protect and safeguard that property which is provided for use or incorporation into the organization's products or services?
8.5.3.	What means does the organization use to report to the customer or external provider if their property is incor used, lost, damaged or found to be unsuitable for use?

Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action		

8.5.4. Preservation		
8.5.4.	How does the organization ensure preservation of product and service production and service provision to maintain conformity to product requirements?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

8.5.5. Post-delivery activities		
8.5.5.	How does the organization meet requirements for post-delivery activities associated with products and services?	
8.5.5.	When determining the extent of post-delivery activities does the organization consider:	
	a) statutory and regulatory requirements?	
	b) the potential undesired consequences associated with the products and services?	
	c) the nature, use and intended lifetime of the products and services?	
	d) customer requirements?	
	e) customer feedback?	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement	
Document Evidence:		
Audit Question Response:		
Opportunity for Improvement:		
Corrective Action Required:		
8.5.6. Control of changes		
8.5.6.	How does the organization review and approve changes to production or service provision, to the extent necessary to ensure	
8.5.6.	the organization retains and maintains information describing the results of the review of changes, the person(s) authorizing	
	any changes arising from the review?	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		

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Opportunity for improvement:	
Corrective Action Required:	

8.6. Release of products and services

8.6.	Does the organization implement planned arrangements, at appropriate stages, to verify that product and service requirements have been met?
8.6.	Does the organization ensure that the release of products and services to the customer is not proceeded until the planned arrangements have been satisfactorily completed, unless otherwise approved by relevant authority applicable to the customer?
8.6.	Does the organization retain documented information on the release of products and services including: <ul style="list-style-type: none"> a) evidence of conformity with the acceptance criteria b) traceability to the person(s) authorizing release?

Finding:	<input type="checkbox"/> Conformity <input type="checkbox"/> Non-conformity <input type="checkbox"/> Opportunity for improvement
Document Evidence:	
Audit Question Response:	
Opportunity for improvement:	
Corrective Action Required:	

8.7. Control of outputs, products and services

8.7.1.	How does the organization ensure that outputs that do not conform to their requirements are identified and controlled to prevent their use?
8.7.1.	How does the organization take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services, including nonconforming products and services detected after delivery of products, during or after the provision of services?

8.7.1.	Does the organization deal with nonconforming outputs in one or more ways, inclusive of:	
	a) correction? b) segregation, containment, return or suspension of provision of products and services? c) informing the customer? d) obtaining authorization for acceptance under concession.	
8.7.1.	Is conformity to the requirements verified when nonconforming outputs are corrected?	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		
8.7.2.		
8.7.2.	How does the organization retain documented information?	
8.7.2.	a) describes nonconformities? b) describes actions taken? c) describes concessions obtained?	
8.7.2.	How does the organization decide on the action to be taken in respect of the nonconformity?	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		

Corrective Action Required:	
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9.0. Performance Evaluation

9.1. Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

9.1.1.	Does the organization determine: a) what needs to be monitored and measured? b) The methods for monitoring, measurement, analysis and evaluation to ensure the validity of results? c) when to perform monitoring and measuring? d) when results shall be analyzed and evaluated?
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9.1.1.	Does the organization evaluate quality performance and the effectiveness of quality management systems?
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9.1.1	Does the organization retain documented information as evidence on the evaluation of the effectiveness of the activities that have been implemented?
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Finding:	<input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement <input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Other
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Document Evidence:	
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Audit Question:	
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Opportunity:	
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Corrective Action:	
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9.1.2. Customer Satisfaction

9.1.2.	Does the organization monitor customer perceptions of the degree to which requirements have been fulfilled and have the methods for obtaining, monitoring and reviewing this information been determined?
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Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Not applicable
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	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

9.1.3. Analysis and evaluation		
9.1.3.	Does the organization analyze and evaluate data and information arising from monitoring, measurement and other sources?	
9.1.3.	Are the results of analysis used to evaluate: <ul style="list-style-type: none"> a) conformity of products and services to requirements? b) the degree customer satisfaction? c) the performance and effectiveness of the management system? d) if planning has been suitably implemented? e) the effectiveness of actions taken to address opportunities for improvement? f) the performance of the organization? g) the need for improvements with respect to the management system? 	
Finding	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Not able to be verified
		<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

9.2. Internal Audit

9.2.1.		
9.2.1.	Are internal audits being conducted at planned intervals on the QMS to determine whether the QMS: <ol style="list-style-type: none"> conforms to: <ol style="list-style-type: none"> the requirements of its own QMS? the requirements of ISO 9001? is effectively implemented and maintained? 	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement	
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action:		

9.2.2.		
9.2.2.	Does the organization have an audit programme that: <ol style="list-style-type: none"> plan, establish, implement and maintain one or more audit programme(s) encompassing frequency, methods, responsibilities, planning, reporting, and the importance of the processes, customer feedback, changes and so on? include the results of previous audits? conduct audits to ensure objectivity and the impartiality of the audit process? are reported to relevant levels of management? record corrections and corrective actions without undue delay? retain information as evidence of implementation of the audit programme and results? 	
Finding:	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified

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	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

9.3. Management Review		
9.3.1. General		
9.3.1.	What is the frequency that top management reviews the organization's QMS and its suitability, effectiveness and efficiency, with consideration to the strategic direction and objectives of the organization?	
Finding	<input type="checkbox"/> Conformance <input type="checkbox"/> Non-conformance <input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Not applicable <input type="checkbox"/> Not applicable <input type="checkbox"/> Not applicable
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		
9.3.2. Monitoring and Measurement		

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9.3.2.	<p>Is the management review planned and carried out taking into consideration:</p> <ul style="list-style-type: none"> a) the status of actions from previous management reviews? b) changes in external and internal issues that are relevant to the QMS? c) information on the performance and effectiveness of the QMS, including trends in: <ul style="list-style-type: none"> 1. customer satisfaction and feedback from relevant interested parties? 2. the extent that quality objectives have been met? 3. process performance and conformity of products and services? 4. nonconformities and corrective actions? 5. monitoring and measurement results? 6. audit results? 7. the performance of external providers? d) the adequacy of resources? e) the effectiveness of actions taken to address risks and opportunities? f) opportunities for improvement?
Finding:	<div> <input type="checkbox"/> Conformity <input type="checkbox"/> Non-conformity <input type="checkbox"/> To be verified </div>
Document Evidence:	
Audit Question Response:	
Opportunity for improvement:	
Corrective Action:	
9.3.3. Management Review	
9.3.3.	<p>Do management reviews include decisions and actions relating to:</p> <ul style="list-style-type: none"> a) improvement? b) changes to the QMS? c) resource needs?

	d) continual improvement opportunities?	
9.3.3.	Does the organization retain documented information as evidence of management reviews?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

10.0. Improvement		
10.1. General		
10.1.	Does the organization determine and select the areas for improvement and take any necessary actions to meet customer requirements and enhance satisfaction?	
10.1.	How has the organization:	
	a) improved products and services to meet known and emerging requirements?	
	b) corrected or reduced nonconformities and other issues?	
	c) improved the performance of the QMS?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

10.2. Non-Conformity and Corrective Action	
10.2.1.	
10.2.1.	<p>When a nonconformity occurs including one arising from a complaint does the organization:</p> <ul style="list-style-type: none"> a) react to the nonconformity, and as applicable: <ul style="list-style-type: none"> 1. take action to control and correct it? 2. deal with the consequences? b) evaluate the need for action to eliminate the cause so that it does not re-occur, and determine by: <ul style="list-style-type: none"> 1. reviewing the nonconformity? 2. determining the cause of the nonconformity? 3. determining if similar nonconformities exist or could potentially occur? c) implement actions needed? d) review the effectiveness of corrective actions taken? e) update the risk and opportunities determined during planning, as necessary? f) make necessary changes to the QMS, as necessary?
10.2.1.	Are corrective actions taken appropriate to the risks of nonconformity?
Finding	<input type="checkbox"/> Nonconformance <input type="checkbox"/> Opportunity
Document Evidence	<input type="checkbox"/> Not applicable <input type="checkbox"/> Not able to be verified <input type="checkbox"/> Other
Audit Criteria	
Opportunity	
Corrective Action	
10.2.2. Non-Conformity and Corrective action	
10.2.2.	Does the organisation retain documented information on:

	a) the nature of nonconformities and the subsequent actions taken?	
	b) the results of any corrective actions?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

10.3. Continual improvement		
10.3.	How does the organization continually improve the suitability, adequacy and effectiveness of the management system?	
10.3.	How does the organization evaluate the results of the management system and evaluation, and determine if there are new or opportunities that need be considered as part of continual improvement?	
Finding:	<input type="checkbox"/> Conformance	<input type="checkbox"/> Not applicable
	<input type="checkbox"/> Non-conformance	<input type="checkbox"/> Not able to be verified
	<input type="checkbox"/> Opportunity for improvement	<input type="checkbox"/> Other
Document Evidence:		
Audit Question Response:		
Opportunity for improvement:		
Corrective Action Required:		

Acknowledgment

The **Quality Assurance and Compliance Team** wish to acknowledge the cooperation and assistance provided by the management and staff of **insert company** and thank them for their contribution to the audit process.

Disclaimer: The content of this report applies only to matters, which were made evident to the auditor at the time of the audit, and with consideration to the auditee's planning and the preparation undertaken.

