

# Second Surveillance

Report for:

## AC Inspection Ltd

<b>LRQA reference:</b>	LRQ 4002393/ 0013
<b>Assessment dates:</b>	6th December 2012
<b>Assessment location:</b>	Coventry
<b>Assessment criteria:</b>	ISO 9001:2008
<b>Assessment team:</b>	Martin Newman
<b>LRQA office:</b>	Coventry



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<b>Attachments</b>

<b>This report was presented to and accepted by:</b>	
Name:	Andrew Holt, Carl Wilson
Job title:	Managing Directors

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## 1. Executive report

### **Assessment outcome:**

AC Inspection showed continued commitment to the operation of the management system. The quality system was conscientiously maintained.

Compliance to ISO9001 and business processes was seen in all areas assessed.

### **System effectiveness and continual improvement:**

The quality management system was clearly effective and supported the business. The internal audit process had been changed showing continual improvement.

The quality system documentation continued to be well maintained. The processes continued to be well implemented and all records well maintained. The focus was clearly on providing a customer-focused service.

### **Opportunity For Improvement**

The following areas of improvement were noted that may be beneficial if deemed worthy of implementation:

- In the spirit of continual improvement, it may be beneficial to review the customer satisfaction target and increase it up from 20. The organisation is clearly performing above this target and an increased target would better reflect the performance.
- It may be beneficial to amend the Customer Satisfaction Overview spreadsheet to include the date the survey was completed. This will help with the trend analysis of scores over time.

### **Areas for management attention:**

No areas of risk were identified for management attention.



## 2. Assessment summary

<b>Introduction:</b>
<p>This report documents the outcome of the second surveillance visit in the current certification cycle to AC Inspection Ltd in Coventry.</p> <p>An opening meeting was held with Andrew Holt, Carl Wilson to agree the scope of the assessment and confirm the plan for the visit. Susan Blake attended as an LRQA observer.</p> <p>It was confirmed that the assessment would be conducted against the requirements of ISO9001:2008.</p> <p>The organisation had two employees and it is not foreseen that any changes will affect the management system in the near future.</p> <p>A closing meeting was held to present the overall assessment summary and recommendation.</p>

<b>Assessor:</b>	Martin Newman
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<b>Assessment of:</b>	Management System Elements	<b>Auditee(s):</b>	Andrew Holt, Carl Wilson
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**Audit trails and sources of evidence:**

- Quality Manual revision H
- Quality Objectives including; Customer Satisfaction and delivery performance
- Internal audit schedule 2012 and reports:
- Customer feedback records including Customer satisfaction
- Key Business Objectives (KBO's)
- Delivery performance, non conformance, corrective/preventive action and continual improvement records
- Management Review records including; Minutes dated 30/10/12
- Use of LRQA / UKAS logos

**Evaluation and conclusions:**

**Objectives**

- The quality objectives were all above the set targets.

**Internal audits**

- The internal audits were on schedule and completed in a conscientious manner. The frequency of vertical audits had been reduced as per the improvement suggestion in the previous LRQA report. This appeared beneficial as the audit process was clearly effective and the organisation was very busy.
- The sampled internal audit reports continued to show that the key quality system procedures have been audited. The reports showed clear evidence of audit trails which was especially useful in the calibration audit.
- The vertical audit completed in November 2012 showed a conscientious approach to process auditing and also audited the training and customer satisfaction processes.

**Customer Feedback , non conformance reporting**

- No complaints have been raised since last visit.

**Customer Satisfaction**

- The customer satisfaction feedback showed high levels of customer satisfaction. The customers did not give a rating below 'good'.

**Management Review**

- The management review records showed continued compliance with ISO9001 and also an appropriate review of the business processes.

**Use of Logos**

- No concerns were noted with regard to the use of logos.

The management system continued to be controlled and implemented and example were seen of the management of business risks.



<b>Assessment of:</b>	Core processes	<b>Auditee(s):</b>	Andrew Holt, Carl Wilson
<b>Audit trails and sources of evidence:</b>			
<ul style="list-style-type: none"><li>• Goods inwards Despatch Spreadsheet</li><li>• Inspection records including IR12-1402</li><li>• Calibration List 2011 and Gauge Record Sheets – 2 CMM's</li><li>• Training Matrix</li><li>• Approved Supplier List</li></ul>			
<b>Evaluation and conclusions:</b>			
<p>This assessment included a review of the core processes related to the inspection work taking place during this assessment.</p> <p>Karl gave a showed how a part is measured and the inspection report completed.</p> <p>The sampled inspection &amp; calibration records were all completed with continued good use of hyperlinks to help with record retrievability. Calibration continued to be well controlled.</p> <p>The discussions and sampled records showed that processes continue to be well controlled with good record keeping.</p>			



### 3. Assessment findings log - ISO 9001:2008

Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8

1. Grading of the finding \*

2. New, Open, Closed

3. Description of the LRQA finding

4. Review by LRQA

5. Process, aspect, department or theme

6. Date of the finding

7. YYMM<Initials>seq.#

8. Clause of the applicable standard

\* Major NC = Major nonconformity

Minor NC = Minor nonconformity







## 5. Report explanation

<b>LRQA Findings Log definitions and information</b>
<b>Definitions of Grade Findings</b>
<p><b>Major Nonconformity</b> <i>The absence of, or the failure to implement and maintain, one or more management system elements, or a situation which would, on the basis of the available objective evidence, raise significant doubt of the management to achieve:</i></p> <ul style="list-style-type: none"><li>• <i>the policy, objectives or public commitments of the organisation</i></li><li>• <i>compliance with the applicable regulatory requirements</i></li><li>• <i>conformance to applicable customer requirements</i></li><li>• <i>conformance with the audit criteria deliverables.</i></li></ul>
<p><b>Minor Nonconformity</b> <i>A finding indicative of a weakness in the implemented and maintained system, which has not significantly impacted on the capability of the management system or put at risk the system deliverables, but needs to be addressed to assure the future capability of the system.</i></p>
<b>Objectives of the visit</b>
<p><b>For all visits:</b></p> <ul style="list-style-type: none"><li>• <i>using the LRQA Business Assurance methodology to help clients manage their systems and risks to improve and protect the current and future performance of their organisation</i></li><li>• <i>with the exception of Stage 1 visits, to address all issues outstanding from previous visits and any changes to the client's organisation or system that impacts on the approval (or potential approval) which will be recorded as visit specific objectives within the report.</i></li></ul> <p><b>Surveillance:</b> <i>To determine that the client's system continues to meet the assessment criteria and certification scope.</i></p>
<b>Additional information</b>
<p><b>Isolated issues and opportunities for improvement</b> <i>Any isolated issues identified during the assessment, which have not resulted in a nonconformity being raised, we will record in the appropriate process table in the report.</i></p> <p><i>If we identify opportunities to improve your already compliant system, we will either record them in the process table applicable to the area being assessed, or in the Executive summary of the report if they can deliver improvement at a strategic level.</i></p>
<p><b>Confidentiality</b> <i>We will treat the contents of this report, together with any notes made during the visit, in the strictest confidence and will not disclose them to any third party without written client consent, except as required by the accreditation authorities.</i></p>
<p><b>Sampling</b> <i>The assessment process relies on taking a sample of the activities of the business. This is not statistically based but uses representative examples. Not all of the detailed nature of a business may be sampled so, if no issues are raised in a particular process, it does not necessarily mean that there are no issues, and if issues are raised, it does not necessarily mean that these are the only issues.</i></p>
<p><b>Terms and conditions</b> <i>Please note that, as detailed in the Terms and Conditions clause of the contract (1.7), clients have an obligation to advise LRQA of any breach of legal, regulatory, or statutory requirements and any pending prosecution. Although proportionality and scale of the situation should be considered, you are required to advise LRQA of any serious potential risks to our certification but not, for example, isolated cases of a</i></p>



minor nature.

*“The Client is required to inform LRQA as soon as it becomes aware of any breach or pending prosecutions for the breach of any regulatory requirements relevant to the Certified Management System. LRQA will review the details of any breaches brought to its attention and may elect to perform additional verification activities chargeable to the client to ensure compliance with specified requirements. LRQA reserves the right to suspend or withdraw certificates of approval / verification statements and opinions for both failure to inform LRQA and the appropriate regulator of such breaches”.*

**LRQA information**

*The client is also reminded of the information and guidance available to them from our website ([www.lrqa.co.uk](http://www.lrqa.co.uk)). This includes information on our QMS, EMS, OHSAS, Verification and Validation products, our Training Services, and our CE Directives products.*

*Information is also available from [www.lrqa.com](http://www.lrqa.com).*