

Audit Report



**Report on the assessment of the
Management System
of the company:**

Fibreglass Mouldings (Pty) Ltd

Site 9

Voortrekker Road

Mdantsane East

East London

5219

Eastern Cape

South Africa

SHEQ NATIONAL CERT (PTY) LTD

18 Rietbos; Glen Marais; 1619, South Africa

Tel. Phone: 0027 11 9727131; Cell: 0027 827512346

Website: www.sheqnationalcert.co.za

SHEQ National Cert link to the International Accreditation Forum (IAF):



Declaration of confidentiality:

The content of this report, including all notes taken during the audit and checklists used during the audit, are confidential. This information will not be made available to third parties, without written permission, except for the mandatory review by the relevant Accreditation body for the assessment of the Quality; Environmental and Occupational Health and Safety management system of SHEQ National CERT and the involved expert respectively.

Audit Report



Table of Contents	
1.1	General Data / Client Details
1.2	Order Related Data
1.3	IAF Scope
1.4	Companies Responsibilities
1.5	Auditors
1.6	Client Information Verified (Details of Changes)
1.7	Client Information Verified
1.8	Previous Audit Results
1.9	Transfer Audit
1.10	Next Audit Date
1.11	Audit Results Summary
1.12	Detailed Audit Results
1.13	The Lead Auditor is Recommending the Following as Indicated by a Cross in the Relevant section:
1.14	Key Client List
1.15	Use of Registration Marks and Logos
1.16	Evaluation of Management System Documentation
1.17	Results of Document Assessment
1.18	Audit Record
1.19	List of Process Owners Contact Details
1.20	Audit Findings
1.21	Audit Matrix
1.22	Document Review – (If Applicable for The Audit)

1.1 - General Data / Client Details				
Company Name Audited:		Fibreglass Mouldings (Pty) Ltd		
Company Trading Name Audited:		Fibreglass Mouldings (Pty) Ltd		
Main Address of the Company:	Building Name / Floor Number / Number & Street Name	Fibreglass Mouldings (Pty) Ltd Site 9, Voortrekker Road, Mdantsane East,		
	City	East London,		
	State	Eastern Cape.		
	Postcode / Zip code	5219,		
	Country/Economy	South Africa.		
Audit Conducted at:		Single Site certification		
This is a Multi-Site Audit: (If Yes Put in Address of Multi-Site Audit)		Not Applicable		
Site 01	Address	Not Applicable	Scope:	Not Applicable
Site 02	Address	Not Applicable	Scope:	Not Applicable
Site 03	Address	Not Applicable	Scope:	Not Applicable
Site 04	Address	Not Applicable	Scope:	Not Applicable
Site 05	Address	Not Applicable	Scope:	Not Applicable
Web site:		Yes		
If Yes, Information:		Wwwfgshop.co.za		
Business Telephone Number:		Yes		
If Yes, Information:		0437613106		
Contact Person A:		Yes		

Audit Report



If Yes, Information:	Annamarie Bekker	
Cell Number:	Yes	
If Yes, Information:	0797084488	
E-Mail Address:	Yes	
If Yes, Information:	annamarie@fgshop.co.za	
Contact Person B:	Yes	
If Yes, Information:	Stanley Mahlangua	
Cell Number:	Yes	
If Yes, Information:	0732917625	
E-Mail Address:	Yes	
If Yes, Information:	Stanley@fgshop.co.za	
VAT Number:	Yes	
If Yes, Information:	4130157003	
Business Registration Number:	Yes	
If Yes, Information:	2018/252538/07	
Tax ID Number:	Not Applicable	
If Yes, Information:		
Company ID Number:	Not Applicable	
If Yes, Information:		
DUNS Number:	Not Applicable	
If Yes, Information:		
1.2 - Order Related Data		
Type of Audit:	<input type="checkbox"/> Certification Audit <input type="checkbox"/> 1st Surveillance Audit <input type="checkbox"/> Transfer	<input checked="" type="checkbox"/> Re-Certification Audit <input type="checkbox"/> 2de Surveillance Audit <input type="checkbox"/> Update of Standard
ISO Standard:	<input checked="" type="checkbox"/> ISO 9001:2015 Quality Management Systems <input type="checkbox"/> ISO 14001:2015 Environmental Management System <input type="checkbox"/> ISO 45001:2018 Occupational Health and Safety Management System	
Document Review Required:	Yes	
If Yes which Standard:	ISO 9001:2015 Quality Management Systems	
Audit Conducted as:	Blended (On-Site / Remote)	
Desktop Review (Remote audit):	Yes	
Desktop Review Date (Remote audit):	28/10/2024	
Onsite Review Date (Remote audit):	28/10/2024	
Product Design Responsibility:	Not Applicable	
Clause Exclusions of the Standard:	8.3 Product Design	
Date of the Complete Audit:	28/10/2024	
Date of the Audit: (Starting audit)	2024/10/28	
Date of the Audit: (Ending audit)	2024/10/28	

Audit Report



Multi-Site Audit Dates:	Not Applicable			
Main Scope of Certification:	Industrial Moulders of Fiberglass Products and Low Voltage Electrical Enclosures			
Flexible Scope:	Not Applicable			
If Yes, Information:	Not Applicable			
1.3 - IAF Scope				
Main - IAF Scope Text & Number:	14 - Rubber and plastic products			
Additional - IAF Scope Text & Number:	19 - Electrical and optical equipment			
Additional - IAF Scope Text & Number:	Not Applicable			
Additional - IAF Scope Text & Number:	Not Applicable			
Additional - IAF Scope Text & Number:	Not Applicable			
Additional - IAF Scope Text & Number:	Not Applicable			
Additional - IAF Scope Text & Number:	Not Applicable			
Required changes to IAF Or SHEQ National Codes applied	Changes required			
Number of Employees:	Full Time	15	Part Time	0
Man, Days on Site:	1			
Type of Shifts:	One Shift			
Language Spoken on Site:	English			
1.4 - Companies Responsibilities				
Company Owner:	Gary Dalbock, Bret Dalbock			
Company Manager:	Stanley Mahlangua			
Management Representative:	Annamarie Bekker			
1.5 - Auditors				
Lead Auditor:	Peet Lindeque			
Co-Auditor:	Not Applicable			
Co-Auditor:	Not Applicable			
Observer(s):	Not Applicable			
Technical Expert:	Not Applicable			
Witness:	Not Applicable			
Accreditation Body Assessment:	Not Applicable			
1.6 - Client Information Verified (Details of Changes)				
Client Name Changes:	Not Applicable			
If Yes Explain:				
Client Address Changes:	Not Applicable			
If Yes Explain:				
Scope Changes:	Not Applicable			
If Yes Explain:				
Contact Changes:	Not Applicable			
If Yes Explain:	Not Applicable			

Audit Report



1.7 - Client Information Verified		
Correct Use of SHEQ National CERT Logo Verified:	Yes	
If No Explain:		
Correct Use of SHEQ National CERT Certificates Verified:	Yes	
If No Explain:		
Previous audit Corrective Actions Verified (If Applicable):	Not Applicable	
If No Explain:		
1.8 - Previous Audit Results		
(The results of the last audit of this system have been reviewed, particularly to assure appropriate correction and corrective action has been implemented to address any nonconformity identified. This review has concluded that:)		
Any Nonconformity Identified During Previous Audits has been Corrected and the Corrective Action Continues to be Effective.	Not Applicable	
The Management System has not Adequately Addressed Nonconformity Identified During Previous Audit Activities and the Specific Issue has been Re-defined in the Nonconformity Section of the Report.	Not Applicable	
1.9 - Transfer Audit		
Transfer Audit:	Not Applicable	
Previous Certification Body:		
Copy of the Audit Report:	Not Applicable	
If No Give Details:		
Copy of the Certificate:	Not Applicable	
If No Give Details:		
Copy of the Nonconformities: (Minor or Major)	Not Applicable	
If No Give Details:		
Copy of the Objective Evidence Close off Nonconformities:	Not Applicable	
If No Give Details:		
1.10 - Next Audit Date		
Re-certification audit	Not Applicable	
1st Surveillance audit:	Yes	2025/10/01
2de Surveillance audit	Not Applicable	
Follow-up audit	Not Applicable	
1.11 - Audit Results Summary		
It Should be Noted that the Audit was Performed on a Random Basis and is no Review of all Existing Requirements in all Areas, but a Random Review in Accordance with Above Relevant Documents.		
There are non-conformances identified during the audit	Not Applicable	
No non-conformances were identified during this audit	Not Applicable	

Audit Report



Number Opportunities of Improvement:	0
Number of Minor Nonconformities:	0
Number of Major Nonconformities:	0

**1.12 - Detailed Audit Results
(Overview of products, services, and core activities of the company)**

Fibreglass Mouldings (Pty) Ltd do the Industrial Moulders of Fibreglass Products and Low Voltage Electrical Enclosures

All processes of Fibreglass Mouldings (Pty) Ltd were audited according to the process approach and as defined in the management system documentation, process matrix and in the audit plan. The evaluation is based on the random checks taken, the documents seen, and the interviews held with management, administrative and operational staff. It reflects the actual status of the management system of the company at audit date.

There were no customer complaints against the management system of Fibreglass Mouldings (Pty) Ltd. The implemented management system meets the requirements of the standard.

1.13 - The Lead Auditor is Recommending the Following as Indicated by a Cross in the Relevant section

Issuing of a New Certificate	Yes
Issuing of a New Certificate when the Corrective Action are Performed and Verified	Not Applicable
Maintenance of the Certificate	Not Applicable
Maintenance of the Certificate when the Corrective Action(s) are Performed and Verified	Not Applicable
Not Applicable Because of Special Report	Not Applicable

The auditors like to state that the company has an effective management system, which is able to reach the laid down objectives and is able to fulfil customer requirements.

The auditors like to express their thanks to all audit participants for the cooperation and the stress-free atmosphere during the audit and wish the organization good luck and success.

**The Following Action Should be Taken by the Client
(A number of major/minor non-conformances were raised. Section 2 of the corrective action submission form(s) shall be completed and forwarded to SHEQ NATIONAL CERT within 10 calendar days.)**

Follow up Action	Not Applicable
Following this, the corrective action submission form(s) shall be completed and forwarded to SHEQ National CERT including objective evidence of the closure or resolution of all the non-conformances raised. These must be submitted to SHEQ NATIONAL CERT within 60 calendar days and/or prior to the expiration date of the current certificate whichever is sooner.	Not Applicable
A special visit is recommended to examine objective evidence of closure or resolution of the non-conformances raised. This visit is to be undertaken within 90 days of the closing date of this audit and must also be prior to the expiration date of the current certificate whichever is sooner.	Not Applicable
Not applicable because of special report	Not Applicable

1.14 - Key Client List

Client 1:	Aeronotique Mozambique
Client 2:	VEC Electrical
Client 3:	GPA Trading

Audit Report



Client 4:	Transform Electrical
Client 5:	ESKOM

The use of electronic acknowledgement has been agreed with the client – (Lead Auditor to record as appropriate):	Yes
Client Acceptance (electronic signature/electronic name):	Annemarie Bekker

1.15 - Use of Registration Marks and Logos

Use of Registration Mark (if used) is in accordance with the Rules of Registration:	Yes
If no give details:	

Example of the current SHEQ National Cert logos

Logo use at Client	Logo use at Certification body and not for client use

1.16 - Evaluation of Management System Documentation

Revision of the management manual:	Doc No QPM-HSE-01 - Quality Management System Policy Manual, rev 03, dated 28/02/2021.
The issue of the manual is basis on new certification and were found acceptable:	Not Applicable
The issue of the manual is the same as of last audit. There was no change:	Yes
The issue of the manual has changed since last audit. The changes have been assessed and were found acceptable:	Not Applicable
The issue of the manual has changed since last audit. The changes have been assessed and were found not acceptable:	Not Applicable

1.17 - Results of Document Assessment

Document Assessment Performed off site:	Yes
Nonconformity Identified:	Not Applicable
No Nonconformity Identified:	Not Applicable

Audit Report

1.18 - Audit Record

Details of processes and activities seen, persons met or interviewed, records and documents (including Supporting Documentation) viewed and referenced etc.

Process Sampled: Management Responsibility Process
Process Owner: Stanley Mahlangu, Gary Dalbock and Bret Dalbock.

This process was audited in this audit? Yes **If No Give Details:**

Evidence to support your conclusions:

The organization has determined external and internal issues that are relevant to the purpose and strategic direction and that affects their ability to achieve the intended result of its quality management system.
 The organization shall determine whether climate change is a relevant issue.

Doc No QPM-HSE-01 - Quality Management System Policy Manual.

Doc No QPM-HSE-02 – SWOT-Method., rev 01, dated 20/01/2023,

Strengths (S)

- Strong customer focus
- Fit-for-purpose technology
- Strong leadership
- Stock availability
- Quality product development
- Competitive edge
- Skilled support teams with international footprint
- Competitive Prices

Weaknesses (W)

- Costs
- Legislation
- Statutory requirements
- Health and safety
- Housekeeping
- Training and development

Opportunities (O)

- High growth potential
- Development of new products
- Reduce risk
- Use of social media / Online marketing
- Become product of choice

Threats (T)

- Imports of Finished goods
- Skills development
- Increased competition
- Increasing supplier costs
- Import delays

The organization shall determine whether climate change is a relevant issue on the next Management Review Meeting.

The organization has determined the needs and expectations of interested parties.

Relevant interested parties can have requirements related to climate change.

Doc No QPM-HSE-03, Expectations of interested parties, rev 03, dated 20/01/2023,

Interested Parties	Requirements	Monitoring & Review
External Providers	Approved Supplier lists Agreements Specific communication On-time supply of input material Payment as per agreement Quality of input material	Supplier audits Review of agreements Non-conformances / Concessions Specific documented information per supplier Reviewed in Management Review Meeting
Customers	Customer product requirements Quality of product and service provision On-time in full delivery of product Customer communication/meetings Response to customer complaints Specific Customer Contracts Service Level Agreements	Defined documented information per customer Complaints / Non-conformances / Repairs / Warranty Claims Reviewed in MDWT meeting Technical Review Meetings as well as Management Review Meetings Operational Meetings

Audit Report



Statutory & Regulatory Bodies	Striving to comply with all statutory & regulatory bodies as defined from time to time	Defined documented information External compliance obligation audit Reviewed in Management Review Meeting
Financial	Updating changes if and when it is necessary to do so	Formal external financial audits which does not form part of the QMS audit
Resources	Personnel Tools and equipment Infrastructure	Human Resources Meetings Control of equipment on SafeCyte Reviewed in Management Review Meeting
Employees	Competence and knowledge Management Support	Human Resources Financial Training Plan Skills Matrix

The Organization will determine if Relevant interested parties can have requirements related to climate change with the next Management Review Meeting.

The organization has determined the scope of the Quality management system.

Doc No QPM-HSE-01 - Quality Management System Policy Manual.
"the Industrial Moulders of Fiberglass Products and Low Voltage Electrical Enclosures"

The organization has established a system for determining Leadership and Commitment.

These Include:

Leadership and commitment.

Doc No QPM-HSE-01 - Quality Management System Policy Manual.
Top management demonstrate leadership and commitment with respect to the quality management system by:

- taking accountability for the effectiveness of the quality management system.
- ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization.
- ensuring the integration of the quality management system requirements into the organization's business processes.
- promoting the use of the process approach and risk-based thinking.
- ensuring that the resources needed for the quality management system are available.
- communicating the importance of effective quality management and of conforming to the quality management system requirements.
- ensuring that the quality management system achieves its intended results.
- engaging, directing and supporting persons to contribute to the effectiveness of the quality management system.
- promoting improvement.
- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Quality policy.

Doc No QP-01 - Quality policy statement
Signed off by CEO,
Displayed and communicated.

Organizational roles, responsibilities, and authorities.

An organization chart detailing the management structure for all projects compiled and displayed in the site office. The organisation chart may be updated as the project progress. Site appointments detailing specific responsibilities as required meeting regulatory compliance shall be completed and maintained, within the Health and Safety Management System.

The organization has established a system for Planning:

Included are:

Actions to address risks and opportunities.

Doc No QPM-HSE-02 – SWOT-Method., rev 01, dated 20/01/2023,
Doc No QPM-HSE-03, Expectations of interested parties, rev 03, dated 20/01/2023,
Risk Register.

Quality objectives and planning to achieve them.

Check Procedure Manuals / flowcharts and rewrite
Cost price review
Non Conformances

Audit Report

Review Environmental and HSE policy
Review Job cards on floor
Objectives and Targets
Review packaging

Planning of changes.

Doc No QPM-HSE-00, Operational Process Flow, rev 02, dated March 2021.

When Company determines the need for changes to the quality management system, the changes will be carried out in a planned manner (see 4.4).

Company consider:

- a) the purpose of the changes and their potential consequences.
- b) the integrity of the quality management system.
- c) the availability of resources.
- d) the allocation or reallocation of responsibilities and authorities.

The organization has determined the internal and external communications relevant to the Quality management system.

Doc No QPM-HSE-01 - Quality Management System Policy Manual, 10 Communication,

Communication relating to the system takes place on all levels within the organization through regular meetings and information boards.

This data includes quality performance in terms of supplier performance, in-house quality performance, delivered quality performance and the overall effectiveness in meeting customer expectations.

The entire workforce will be encouraged to communicate directly to any supervisor regarding any hazard they have seen, or to make suggestions that will enhance safety. Any such contribution will be raised during the safety co-ordination meetings or earlier if appropriate. The result of these meetings will be communicated back to the work force through their safety representatives.

External Communication:

- Emails,
- Banners / Pamphlets,
- Meetings,
- WhatsApp,
- Phone Calls.

The performance trends of the quality management system were reviewed by top management during the annual management review. The last Management was held the 11/03/2024

Management review inputs include:

- Item 1. Scope.
- Item 1. Normative references
- Item 2. Terms and definitions,
- Item 3. Context of the organization,
- Item 4. Leadership,
- Item 5. Planning,
- Item 6. Support,
- Item 7. Operation,
- Item 8. Performance Evaluation,
- Item 9. Improvement,
- Item 10. Note other recommendations for improvement to the company's products, services and or QMS,
- Item 11. Note follow up activities for prior management review,
- Item 12. Set date for next management review,
- Item 13. Items for follow-up at next meeting.

Management review meeting minutes dated 11/03/2024.

Management review outputs include:

- opportunities for improvement.
- any need for changes to the quality management system.
- Resource needs.

Management review meeting minutes dated 11/03/2024.

The organization does monitoring, measurement, analysis and evaluation of key indicators.

The Fibre Glass Shop will evaluate trends in Quality, operational performance and quality levels for key product and process features. This information will be used to compare performance to business objectives and include corrective action to reduce customer related problems or concerns.

Audit Report



The following measurable shall, inter alia, be utilized in analysing trends so that critical performance areas can be evaluated to develop priorities for solutions to customer-related problems as well as measuring the effectiveness of support-status reviews, decision-making and long-term planning:

- Customer Reject>Returns
- Internal Scrap and rework
- Customer Evaluations/Surveys
- Material Control Performance including Suppliers
- Process Capability
- Cost Of Quality
- Continuous Improvements

Final Inspection and Testing

- Final visual inspection must be done on the manufacturing line in accordance with documented Operating Procedures, Process Control Procedures and work instructions, before the products goes to packaging.
- Final approval is not given until it has been established that all previous inspections and tests have been successfully completed for the applicable batch of castings.
- The final approval labels attached to each pallet/container of castings allows the castings to be moved to the finished goods stores area.
- No castings are despatched to a customer until the requirements specified in the Process Control Procedure or work instructions have been satisfactorily completed and the associated data and documentation is available and authorized. In extreme circumstances this can be waived at the discretion of the Quality Manager based upon historical performance results.
- In such cases established documented procedures are followed, the customer notified, and products clearly identified to enable traceability in the event of non-conformance once inspection or test results become available.

The organization has established a system for Continual improvement.

Doc No QPM - 19, Continual improvement, rev 00, dated 20/01/2023,

The organization process continual improvement process include:

- Quality Control Charts
- Statistical Process Control
- System, Process and Product Audits
- Overall Equipment efficiencies
- Analysis of motion / ergonomics

Conclusion of the Overall Effectiveness of the Process:

The Management System meets the requirements of the Standard.

Process Sampled: Quality Management Process

Process Owner: Annamarie Bekker.

This process was audited in this audit? Yes **If No Give Details:**

Evidence to support your conclusions:

The organization established, implemented, maintained, and are continually improving a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard.

Policy manual – Verified.
Procedures – Verified,
Operation Procedures - Verified
Form - Verified

Documented information has been defined by the organization:

Doc No QPM 03, Control of Records, rev 02, dated 27/03/2019.

Quality records are maintained to demonstrate achievement of the required quality and the effective operation of the quality system. Material certification records from suppliers are included in these records. Quality records are identified, collected, indexed, filed, stored, maintained and dispositioned in accordance with the companies' policies. All quality records are completed in such a manner that they are legible and identifiable to the product, process or section of the quality system to which they pertain. Quality records are stored and maintained in such a way that they are readily retrievable and protected against deterioration, damage or loss through the provision of suitable storage facilities. Where customer requirements exceed our normal practices, special instructions are given in order to comply with such requirements.

Audit Report



Minimum retention periods are established and documented for all quality records. Specific customer requirements are considered when establishing retention periods, to ensure that retention periods conform to customer requirements. Records pertaining to safety critical or customer designated items are identified with a standard safety critical symbol. Customers are allowed reasonable access to quality records pertaining to their products, or other pertinent quality records, where this would not result in information pertaining to competitor's products being divulged.

Copies of documents and records from superseded products that are required for new or changed product qualification are retained together with the latest level documentation records. The departments will generate and maintain quality records as part of the relevant operating procedures to demonstrate the effectiveness of the quality system.

These records will support and substantiate inspection, quality control and test activities and will provide evidence of production conformity.

Quality Records shall include computer data as well as written forms.

Raw material Quality Records are an element of this data.

Quality Records are legible and identifiable to the product. The quality records are stored and maintained in a suitable environment to prevent loss or damage in such a way that they are readily retrievable.

Their minimum retention time is specified and where agreed contractually, the company shall make quality records available for evaluation for an agreed period.

The organization has established a system for Creating and updating of documented information.

Doc No QPM 03, Control of Records, rev 02, dated 27/03/2019.

The organization has established a system for Control of documented information.

Doc No QPM 03, Control of Records, rev 02, dated 27/03/2019.

The organization has defined a process for conducting Internal Audits.

Internal audits are planned, performed, and reported on.

The last full cycle audit was done the November 2023

Quality matrix of ISO 9001:2015,
Doc No Q-PS-06 – Internal audit annual audit schedule,
Audit checklist – QMS,

Audit Schedule covers all departments and ISO 9001:2025 requirements,
Prior to the Audit an Audit Plan is issued on agreement with the Audit Department.

Audits for each process of the quality system are scheduled according to the compliance status and importance of the activity

All processes are audited using the relevant Process Approach Audit Model (Turtle) applicable to the process being audited. All quality system audits, and follow-up audits are conducted in accordance with an established procedure and are conducted by trained personnel independent of the activity being audited. Audits include an assessment of the suitability of the work environment. The results of all audits are documented and brought to the attention of management and supervision responsible for the activity being audited. Responsibilities and timing for corrective action are established. The management responsible for the activity being audited ensures that timely corrective action is taken for all reported deficiencies. Management are also responsible to ensure that all corrective action taken in their department is effective.

Where deficiencies have been reported, activities are re-audited to establish the effectiveness of the corrective action taken. Follow-up audits are continued until full compliance is achieved.

Any changes to the quality system documentation as a result of audits, is made in accordance with established procedures.

Completion of Audit

Once the audit has been completed a discussion must be held with the departmental head to discuss and agree on any non-conformities and corrective actions. Those that are immediately correctable can be corrected and closed out. Any misunderstandings can also be resolved at this stage. The results will be the final agreed nonconformities.

If both parties disagree this must be noted. All unresolved issues must be recorded.

Findings are classified as:

- Opportunity for Improvement - Recommendations from the Auditor
- Non Conformance - Once of oversights (Quick Fixes)
- Corrective Action - Systemic errors.

Example

AIF – 02, Internal Audit, Sales Process,

Dated 20/01/2024

Findings – 0

Recommendations – 0

Verified the following internal audits,

Audit Report



- Control of Documents – 15/07/2024
- Petty Cash – 30/04/2024,
- Job Cards – 22/04/2024.

The organization has established a system for Nonconformity and corrective action.

Non-Conformance register,
Non-conformance report.

Conclusion of the Overall Effectiveness of the Process:

The Management System meets the requirements of the Standard.

Process Sampled: Sales Process

Process Owner: Luke Dalbock.

This process was audited in this audit? Yes If No Give Details:

Evidence to support your conclusions:

The organization has established a system for establishing requirements for products and services.

Tax invoice,
Delivery note,
Purchase order,
Quote.

Example:

Ferro

- Invoice Number SI154000226697, dated 05/06/2024
- Purchase Order Number PO10230
- Customer ID number – 15639803,
- Sales Order number SO1540024,
- Delivery Number 2415400000319
- Quotation number 1540024065QN 0000003, dated 04/06/2024
- Job Number 389,

North & Robertson,
Order Number 10C30387, dated 13/03/2024,
Code STC001,

Voltex
Buy-Out Purchase Order 01082615
Stock number n/224375

The organization has established a system for customer communication.

Customer satisfaction questionnaire.

Example

VEC Electrical,

- Product that meets the set specifications +2,
 - The product are value for money +2,
 - Quality of product +2,
 - Delivery time / Programme +2,
 - Meet applicable and regulatory requirements, +2
 - Package is need and adequate +2,
 - Communication regards your order +2,
 - Administration and Financial output +2,
 - Overall perception of FG shop
- +2 = Total satisfied.

The organization has established a system for determining the requirements for products and services.

Doc No QPM-HSE-01 - Quality Management System Policy Manual.

Customer requirements are received by fax, phone calls or customer visits.

The Fibre Glass Shop determine

- Requirements specified by the customer, including the requirements for delivery and post-delivery activities,
- Requirements not stated by the customer but necessary for specified or intended use, where known,

Audit Report



c) Statutory and regulatory requirements related to the product, and any additional requirements determined by the organization.

The organization has established a system for review of the requirements for products and services.

Doc No QPM-HSE-01 - Quality Management System Policy Manual.

The Fibre Glass Shop reviews the requirements related to the product. This review are conducted prior to the organization's commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and ensures that

- Product requirements are defined,
- Contract or order requirements differing from those previously expressed are resolved,
- The organization has the ability to meet the defined requirements.

Where the customer provides no documented statement of requirement, the customer requirements are confirmed by the organization before acceptance.

Where product requirements are changed, The Fibre Glass Shop ensures that relevant documents are amended, and the relevant information is communicated to the relevant personnel and made aware of the changed requirements.

The organization has established a system for changes to the requirements for products and services.

Doc No QPM-HSE-01 - Quality Management System Policy Manual.

Conclusion of the Overall Effectiveness of the Process:

The Management System meets the requirements of the Standard.

Process Sampled: Purchasing Process

Process Owner: Juan Hart.

This process was audited in this audit? Yes **If No Give Details:**

Evidence to support your conclusions:

The organization has established a system for the control of externally provided processes, products, and services.

Fibreglass Mouldings - Approved suppliers list and evaluation – 2024
Supplier questionnaire.
Supplier evaluation verified for 2024

- Macsteel Trading,
- Frontier Agencies,
- Scott Boder,
- Atland Chemicals

The organization has established a system for type and extent of control.

Company will ensure the adequacy of requirements prior to their communication to the external provider.
Company will communicate to external providers its requirements for:

- a) the processes, products and services to be provided.
- b) the approval of:
 - 1) products and services.
 - 2) methods, processes and equipment.
 - 3) the release of products and services.
- c) competence, including any required qualification of persons.
- d) the external providers' interactions with the organization.
- e) control and monitoring of the external providers' performance to be applied by the organization.
- f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

Wood and Timber Centre,
Purchase Order number 10222, dated 24/05/2024,
Job Card Number 1251,

CBI Electrical,
Purchase Order number 10228, dated 27/05/2024,
Job Card Number 1291,

Eco Tank

Audit Report



Purchase Order number 10137, dated 15/02/2024,
Job Card Number 1207,

The organization has established a system for information for external providers.

- Refer to production book / budget schedule and job card for customer details and specification of ordered goods,
- Refer to office admin for ops director cost sheet to ensure correct raw materials ordered,
- Instruct pc to buy required items for job card number (refer purchasing process),
- Confirm quality and quantity received with pc before production commences and advise any,
- Place raw materials in designated area in warehouse on arrival before production starts,
- Refer to flowcharts of production for specified item and to technical spec per customer instruction.

Conclusion of the Overall Effectiveness of the Process:

The Management System meets the requirements of the Standard.

Process Sampled: Receiving; Production, Despatch and Waste Management Process

Process Owner: Juan Hart, Stanley Mahlangu, Luke Dalbock and Clint Tayler.

This process was audited in this audit? Yes If No Give Details:

Evidence to support your conclusions:

Operations are performed under controlled conditions.

The Operational Audit included all the following processes:

- Workshops.
- Stores,
- Maintenance,
- Assembly,
- Moulding,
- Despatch,
- Receiving,

International tender

- Client call/email tender documents or Research is done to identify Tender opportunities (e-tender, international tender search, expression of interest
- Communicate with customer and obtain specification / drawings
- Refer for costing on the item,
- Complete detail cost analysis on excel with desired GP. Print cost sheet.,
- Do quote on Quick Easy (QE) with technical specification, T&C and delivery dates
- Email tender to client and upload cost sheet and drawings in a job file linked to quote in QE referencing to tender number,
- Tender feedback

National Tender

- Client call/email tender documents or Research is done to identify TENDER opportunities (e-tender, international tender search, expression of interest,
- Communicate with customer and obtain specification / drawings and attend tender briefing if required,
- Refer for costing on the item,
- Complete detail cost analysis on excel with desired GP. Print cost sheet.,
- Do quote on Quick Easy (QE) with technical specification, T&C and delivery dates,
- Complete any other required tender documentation per terms of reference.
- Email tender to client and upload cost sheet and drawings in a job file linked to quote in QE referencing to tender number,
- Tender feedback

Example – Eskom.

- OLT – 2113271,
- Tender Description – Supply and Deliver,
- Designated Products – Cover Access Protective,
- Tender Authorization – Vender 11017752

Workshop:

- Refer to production book / budget schedule and job card for customer details and specification of ordered goods,
- Plan staffing and approval for overtime from ops director,
- Assist quality with technical queries on quality check throughout production process
- When production is complete, ensure packaging is adequate for transportation,
- Communicate employee overtime to payroll and communicate lost time and training requirements to ops director,
- Communicate completion of job to quality and sign off job card. give detail to assistant accountant,

Audit Report



- Goods delivered to customer requirement
Examples,
Job card number
1219 – ARB Electrical,
0mm Polyclips,
March Delivery 3000 units
April Delivery 2000 units
May Delivery 2000 units.

The organization has established a system for production and service provision.

Company will implement production and service provision under controlled conditions.

Controlled conditions will include, as applicable:

- a) the availability of documented information that defines:
 - 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed.
 - 2) the results to be achieved.
- b) the availability and use of suitable monitoring and measuring resources.
- c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met.
- d) the use of suitable infrastructure and environment for the operation of processes.
- e) the appointment of competent persons, including any required qualification.
- f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement.
- g) the implementation of actions to prevent human error.
- h) the implementation of release, delivery and post-delivery activities.

The organization has established a system for control of production and service provision.

Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8.5.1 Control of production and service provision.

FLOW chart process:

- FCP-13 – Wall & pole mounted enclosure,
- FCP-05 – Enclose,
- FCP-14 – Ready board Eskom,
- FCP-02 – Free standing enclosure,
- FCP-03 – 4 Passive base rails.

The organization has established a system for identification and traceability.

Company will use suitable means to identify outputs when it is necessary to ensure the conformity of products and services. Company will identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

Company will control the unique identification of the outputs when traceability is a Standard requirement and will retain the documented information necessary to enable traceability.

The organization has established a system for property belonging to customers and external providers.

Company will exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization.

Company will identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, Company will report this to the customer or external provider and retain documented information on what has occurred.

NOTE A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.

The organization has established a system for preservation of products.

Company will preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

- NOTE Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection

The organization has established a system for post-delivery activities.

Company will meet requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, Company will consider:

- a) statutory and regulatory requirements.
- b) the potential undesired consequences associated with its products and services.
- c) the nature, use and intended lifetime of its products and services.
- d) customer requirements.
- e) customer feedback.

Audit Report



NOTE Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

The organization has established a system for control of changes.

Company will review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

Company will retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

The organization has established a system for release of products and services.

Company will implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Company will retain documented information on the release of products and services. The documented information will include:

- a) evidence of conformity with the acceptance criteria.
- b) traceability to the person(s) authorizing the release.

The organization has established a system for control of nonconforming outputs.

Company will ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

Company will take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This will also apply to nonconforming products and services detected after delivery of products, during or after the provision of services.

Company will deal with nonconforming outputs in one or more of the following ways:

- correction.
- segregation, containment, return or suspension of provision of products and services.
- informing the customer.
- obtaining authorization for acceptance under concession.

Conformity to the requirements will be verified when nonconforming outputs are corrected.

Company will retain documented information that:

- describes the nonconformity.
- describes the actions taken.
- describes any concessions obtained.
- identifies the authority deciding the action in respect of the nonconformity.

The organization has established a system for Measurement traceability.

Company will determine:

- a) what needs to be monitored and measured.
 - b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results.
 - c) when the monitoring and measuring will be performed.
 - d) when the results from monitoring and measurement will be analysed and evaluated.
- Company will evaluate the performance and the effectiveness of the quality management system.
Company will retain appropriate documented information as evidence of the results.

Conclusion of the Overall Effectiveness of the Process:

The Management System meets the requirements of the Standard.

Process Sampled: Human Resources Process

Process Owner: Charlene Bushell and Joe Dalbock.

This process was audited in this audit? Yes If No Give Details:

Evidence to support your conclusions:

Resources necessary for the fulfilment of customer requirements and the implementation of the quality management system were determined and provided for.

Company Organigram 2024,
Metal industries provident fund,
Employee personal details,

Audit Report

Temporary contract of employment.

Verified the below job descriptions:

- Financial Manager,
- Assembler,
- Assembler – Pressop,
- Assistant accountant,
- Production Manager,
- Graphic Designer,
- Office Administration,

The organization has determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

Company will determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge will be maintained and be made available to the extent necessary.

When addressing changing needs and trends, Company will consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

NOTE 1 Organizational knowledge is knowledge specific to the organization; it is generally gained by experience. It is information that is used and shared to achieve the organization's objectives.

NOTE 2 Organizational knowledge can be based on:

- internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services).
- external sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).

The organization has established a system for determining competencies.

Company do:

- a) determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system.
- b) ensure that these persons are competent on the basis of appropriate education, training, or experience.
- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken.
- d) retain appropriate documented information as evidence of competence.

NOTE Applicable actions can include, for example, the provision of training to, the mentoring of, or the reassignment of currently employed persons; or the hiring or contracting of competent persons.

Verified the training plan:

- Mould release agent
- Epoxy resin
- Polyester / Vinyl Ester Resin
- Polyurethane Resin
- Cleaning agents / solvents e.g. acetone
- Methyl Ethyl Ketone Peroxide
- Polyimine / hardeners
- Glass re-enforcement materials
- Fillers / Pigments
- Cobalt solution
- Dimethyl Aniline
- General Manufacture

The organization has established a system for awareness.

Company will ensure that persons doing work under the organization's control are aware of:

- a) the quality policy.
- b) relevant quality objectives.
- c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance.
- d) the implications of not conforming with the quality management system requirements.

Training on toolbox talks

Verified attendance, dated 24/10/2024

Conclusion of the Overall Effectiveness of the Process:

The Management System meets the requirements of the Standard.

Evidence distinction (If Applicable):

- Combined Quality, Environmental & Health & Safety
- Quality

Audit Report



- Environmental
- Occupational Health and Safety

1.19 - List of Process Owners Contact Details			
	Full Name	Title (Job Title)	EMAIL ADDRESS
1	Juan Hart	Sales and Invoicing	po@fgshop.co.za
2	Bret Dalbock.	Technical and Production	brett@fgshop.co.za
3	Annamarie Bekker	Accountant	annamarie@fgshop.co.za
4	Luke Dalbock	Operational Director	luke@fgshop.co.za
5	Gary Dalbock.	Chief Executive Officer	gary@fgshop.co.za

1.20 - Audit Findings

Ref No	Clause No	Details of Opportunities of improvement or non-conformances raised: Reference documents, Standard Sections, records etc. as applicable.	Type
001			Choose an item.
002			Choose an item.
003			Choose an item.
004			Choose an item.
005			Choose an item.
006			Choose an item.
007			Choose an item.
008			Choose an item.
009			Choose an item.
010			Choose an item.

Note: Review the raised non-conformities in your Non-Conformance and Corrective Action Submission Form.

Audit Report

1.21 - Audit Matrix



AUDIT MATRIX – ISO 9001:2015

Clause	Processes									
	Management Responsibility	Quality Management	Sales	Purchasing	Production	Human Resources				
4 Context of the organization										
4.1 Understanding the organization and its context	X									
4.2 Understanding the needs and expectations of interested parties	X									
4.3 Determining the scope of the quality management system	X									
4.4 Quality management system	X	X	X	X	X	X				
5 Leadership										
5.1 Leadership and commitment	X									
5.1.1 General	X									
5.1.2 Customer focus	X									
5.2 Policy	X									
5.2.1 Establishing the quality policy	X									
5.2.2 Communicating the quality policy	X									
5.3 Organizational roles, responsibilities and authorities	X									
6 Planning										
6.1 Actions to address risks and opportunities	X									
6.2 Quality objectives and planning to achieve them	X									
6.3 Planning of changes	X									
7 Support										
7.1 Resources	X	x	x	x	X	X				
7.1.1 General	X	x	x	x	x	X				
7.1.2 People	X	X	x	x	x	X				
7.1.3 Infrastructure	X					X				
7.1.4 Environment for the operation of processes	X				X					
7.1.5 Monitoring and measuring resources	X				X					
7.1.5.1 General	X									
7.1.5.2 Measurement traceability					X					
7.1.6 Organizational knowledge	X									
7.2 Competence			X	X	X	X				
7.3 Awareness			X	X	X	X				
7.4 Communication	X	X	X	X	X	X				
7.5 Documented information		X	X	X	X	X				
7.5.1 General		X	X	X	X	X				
7.5.2 Creating and updating		X	X	X	X	X				
7.5.3 Control of documented information		X	X	X	X	X				
8 Operation										
8.1 Operational planning and control	X	X	X	X	X					
8.2 Determination of market needs and interactions with customers			X							
8.2.1 Customer communication			X							
8.2.2 Determining the requirements for products and services			X							
8.2.3 Review of the requirements for products and services			X							
8.2.4 Changes to requirements for products and services			X							
8.3 Design and Development of Products and Services										

Audit Report



8.3.1 General																				
8.3.2 Design and development planning																				
8.3.3 Design and development inputs																				
8.3.4 Design and development controls																				
8.3.5 Design and development outputs																				
8.3.6 Design and development changes																				
8.4 Control of external provision of goods and services									X											
8.4.1 General									X											
8.4.2 Type and extent of control									X											
8.4.3 Information for external providers									X											
8.5 Production and Service Provision										X										
8.5.1 Control of production and service provision										X										
8.5.2 Identification and traceability										X										
8.5.3 Property belonging to customers or external providers										X										
8.5.4 Preservation										X										
8.5.5 Post-delivery activities										X										
8.5.6 Control of changes										X										
8.6 Release of Products and Service										X										
8.7 Control of Non-Conforming Products										X										
9 Performance evaluation																				
9.1 Monitoring, measurement, analysis and evaluation	X	X																		
9.1.1 General	X	X																		
9.1.2 Customer satisfaction	X	X																		
9.1.3 Analysis and evaluation	X	X																		
9.2 Internal Audit		X																		
9.3 Management review	X																			
9.3.1 General	X																			
9.3.2 Management review inputs	X																			
9.3.3 Management review outputs	X																			
10 Improvement																				
10.1 General	X	x	x	x	x	x	x													
10.2 Nonconformity and corrective action		X	x	x	x	x	x													
10.3 Continual improvement	X	x	x	x	x	x	x													

1.22 - Document Review

Document Review ISO 9001:2015

Clause	Clause number	Documented evidence	Result
4 Context of the organization			
Understanding the organisation and its context	4.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 4 Context of the organization, rev 03, dated 28/02/2021.	CS
Understanding the needs and expectations of interested parties.	4.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 4 Context of the organization, rev 03, dated 28/02/2021.	CS
Determining the scope of the quality system	4.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 4 Context of the organization, rev 03, dated 28/02/2021.	CS
Quality management system and its processes	4.4	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 4 Context of the organization, rev 03, dated 28/02/2021.	CS
5 Leadership			
Leadership and commitment	5.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 5 Leadership, rev 03, dated 28/02/2021.	CS
General	5.1.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 5 Leadership, rev 03, dated 28/02/2021.	CS
Customer focus	5.1.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 5 Leadership, rev 03, dated 28/02/2021.	CS
Policy	5.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 5 Leadership, rev 03, dated 28/02/2021.	CS
Establishing the quality policy	5.2.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 5 Leadership, rev 03, dated 28/02/2021.	CS

Audit Report



Communicating the quality policy	5.2.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 5 Leadership, rev 03, dated 28/02/2021.	CS
Organizational roles, responsibilities and authorities	5.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 5 Leadership, rev 03, dated 28/02/2021.	CS
6 Planning			
Actions to address risks and opportunities	6.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 6 Planning, rev 03, dated 28/02/2021.	CS
Quality objectives and planning to achieve them	6.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 6 Planning, rev 03, dated 28/02/2021.	CS
Planning of changes	6.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 6 Planning, rev 03, dated 28/02/2021.	CS
7 Support			
Resources	7.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
General	7.1.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
People	7.1.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
Infrastructure	7.1.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
Environment for the operation of processes	7.1.4	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
Monitoring and measuring resources	7.1.5	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
General	7.1.5.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
Measurement traceability	7.1.5.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
Organizational knowledge	7.1.6	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
Competence	7.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
Awareness	7.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
Communication	7.4	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
Documented information	7.5	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
General	7.5.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
Creating and updating	7.5.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
Control of documented information	7.5.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 7 Support, rev 03, dated 28/02/2021.	CS
8 Operation			
Operational planning and control	8.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Requirements for products and services	8.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Customer communication	8.2.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Determining the requirements for products and services	8.2.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Review of the requirements for products and services	8.2.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Changes to the requirements for products and services	8.2.4	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS

Audit Report



Design and development of products and services	8.3	Not applicable	N/A
General	8.3.1	Not applicable	N/A
Design and development planning	8.3.2	Not applicable	N/A
Design and development inputs	8.3.3	Not applicable	N/A
Design and development controls	8.3.4	Not applicable	N/A
Design and development outputs	8.3.5	Not applicable	N/A
Design and development changes	8.3.6	Not applicable	N/A
Control of externally provided processes, products, and services	8.4	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
General	8.4.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Type and extent of control	8.4.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Information for external providers	8.4.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Production and service provision	8.5	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Control of production and service provision	8.5.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Identification and traceability	8.5.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Property belonging to customers and external providers	8.5.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Preservation	8.5.4	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Post delivery activities	8.5.5	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Control of changes	8.5.6	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Release of products and services	8.6	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
Control of nonconforming outputs	8.7	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 8 Operation, rev 03, dated 28/02/2021.	CS
9 Performance Evaluation			
Monitoring, measurement, analysis and evaluation	9.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 9 Performance Evaluation, rev 03, dated 28/02/2021.	CS
General	9.1.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 9 Performance Evaluation, rev 03, dated 28/02/2021.	CS
Customer satisfaction	9.1.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 9 Performance Evaluation, rev 03, dated 28/02/2021.	CS
Analysis and evaluation	9.1.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 9 Performance Evaluation, rev 03, dated 28/02/2021.	CS
Internal audit	9.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 9 Performance Evaluation, rev 03, dated 28/02/2021.	CS
Management review	9.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 9 Performance Evaluation, rev 03, dated 28/02/2021.	CS
General	9.3.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 9 Performance Evaluation, rev 03, dated 28/02/2021.	CS
Management review inputs	9.3.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 9 Performance Evaluation, rev 03, dated 28/02/2021.	CS
Management review outputs	9.3.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 9 Performance Evaluation, rev 03, dated 28/02/2021.	CS

Audit Report



10 Improvement			
General	10.1	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 10 Improvement, rev 03, dated 28/02/2021.	CS
Nonconformity and corrective action	10.2	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 10 Improvement, rev 03, dated 28/02/2021.	CS
Continual improvement	10.3	Doc No QPM-HSE-01 - Quality Management System Policy Manual, 10 Improvement, rev 03, dated 28/02/2021.	CS

Abbreviations:

N/A	Not applicable
CS	Documentation in conformance to the standard
OP	Open points which must be cleared before or within the audit
NC	No documentation or not in correspondence to the standard