

CONTROL OF REVISIONS

Initial Emission – 20VV/02/21

Revision 01 – 20XX/06/01: Overall revision

1 - OBJECTIVE

To establish the criteria for planning, execution and recording the internal audits of the Management System.

2 – RESPONSIBILITIES

Quality Manager

3 – INTERNAL AUDITS

The Management System should be fully audited at least once a year in order to assess their effectiveness. All locations and all clauses of the standard must be evaluated. The planning of audits is prepared by the Quality Manager.

The sector to be audited is considered notified of the audit as soon as it receives the Program of Internal Audits, which indicates the dates, locations, activities to be audited and the audit team.

Non-announced audits not covered by the Program may be held whenever needed, to cover specific sectors, as scheduled and informed to the sector to be audited. This can happen especially when:

- a) there is complaint from client or external entities and other relevant stakeholders.
- b) there is demand from individual or corporate clients.
- c) it is necessary to check the implementation of corrective actions required by previous audits;
- d) there is a request from the Managing Director in order to provide a systematic and independent evaluation of the effectiveness of the system, especially when there is suspicion that the quality is compromised due to any deficiency in complying with the Management System requirements.

4- COMPETENCE AND SELECTION OF AUDITORS

Auditors should have training and experience consistent with their responsibility in the audit team. The lead auditor must have participated in at least three audits before being appointed as leader. All auditors must have participated in training course lasting at least eight hours. Records shall be kept of both the experience and training of the auditors.

Audit team must preferably have two people, one of them appointed as lead auditor, which has to meet the training requirement and experience. Auditors cannot audit their own activities.

5 – AUDIT DOCUMENTS AND RECORDS

As part of the audit planning, audit team shall prepare the necessary checklists, including when assessing the adequacy of the documentation. The audit report must address this preparatory stage and indicate deviations in the documentation, if they are detected.

At the end of the audit the lead auditor shall prepare the audit report indicating the evidences of nonconformity and relevant opportunities for improvement, which must be followed and checked by the following audits.

For each nonconformance the lead auditor must issue a nonconformity report using the form F23.

The documents generated throughout the audit process involving the Audit Program, Audit Plans, the Audit Report and Nonconformance Reports shall be kept as audit records.