APPOINTMENT INFORMATION

External Surveillance Audit

CONTENT

A typical audit will include the following activities:

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Opening meeting and introduction

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Walk around (if appropriate)

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System review

- The auditor will need to see your management system, internal audit report, management review minutes, the previous external audit report (if available) and any other information/documents, as required.

- The auditor will ask various questions systematically going through the management system and will complete an audit report.

- The auditor will be looking for evidence to ensure that you have a compliant system in place.

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Closing meeting

- The auditor will discuss any major/minor non-conformities and observations that you must address.

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Finish and depart

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PURPOSE

The external surveillance audit is a regular event that must be completed each year. These audits provide QMS with the evidence required to verify your continued compliance with the standard and confirm the continued validity of your certification. They also provide insight into whether your systems and processes are doing what you intended, while preparing you for the re-certification audit, which is planned at the end of each three-year certification cycle.

RESULTS

Upon receipt of the audit report, the QMS Audit Team will review the content and, providing a grade 1 or grade 2 pass was awarded, they will confirm the compliance of your systems and validity of your certification - updating this status on the IRQAO website.

You will get an email notification when the audit report is available for you to review - there may be further actions for you to take.

Should you require any further information, please speak to a member of our team:

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