

# **PTEC INTERNAL QUALITY AUDIT PROCEDURE**

## **1.0 SCOPE**

The platform of this procedure is based on the ISO 9001 Internal audit section 8.2.2. The PTEC Internal quality audits are planned, conducted and documented to verify compliance with policies, procedures and requirements, and to determine the effectiveness of the quality system. This procedure describes the responsibilities and operational details of the PTEC audit system.

## **2.0 APPLICABLE DOCUMENTS**

ANSI/ASQ/ISO 9001-2000, Section 8.2.2

Louisiana Community & Technical College System Program Audit

Quality Manual

## **3.0 SAFETY**

In general, internal quality audits focus on compliance with requirements of the quality system and ISO 9001 (section 8.2.2), and not Safety, Health and Environmental requirements. SHE system operation is verified by other means, which are outside the PTEC quality system.

## **4.0 QUALITY**

This procedure is designed to verify whether quality activities and related results comply with the quality plans and to determine the effectiveness of the quality system and compliance with the requirements of the Louisiana Community & Technical College System.

## **5.0 RESPONSIBILITIES**

- A. The Quality Instructor is responsible for overall management of the quality audit system, and for maintenance of this procedure. The Quality Instructor is the lead auditor for the internal audit system. He/she also prepares the annual audit plan, ensures that new auditors (Quality class students) are properly trained, and provides direction to the student auditors to ensure quality and consistency in the audits.
- B. Internal Quality Auditors are responsible for conducting audits according to this procedure.
- C. The Auditee is responsible for cooperating with the auditor, and for providing information and resources necessary to achieve the objectives of the audit.
- D. The section owner of the audited organization is responsible for taking appropriate and timely corrective action on any nonconformities identified during the audit.

- E. The Management Representative (PTEC Coordinator) is responsible for authorizing and approving the audit schedule, and for reviewing the performance of the audit system as a part of Management Review.

## **6.0 PROCEDURE**

- A. The Quality Instructor must have successfully completed a recognized lead auditor-training course.
- B. Internal auditors must be enrolled in or have completed the GCPTA Quality course. Assistant auditors with less training may be utilized.
- C. An annual audit plan (Attachment 3 "TBA" ) is prepared by the Quality Instructor and approved by the Management Representative. The plan may be revised as needed by the same process to take into consideration the status, importance and prior audits of the processes and areas to be audited.
- D. Several types of audits are conducted. Some audits will focus on only one or two departments or areas, others will be of a vertical nature and will follow a product (student knowledge) or process through several departments or areas. The audit plan will specify the areas to be considered in each audit. When developing the plan, consideration is given to the status and importance of procedures and/or processes to be audited, including results of previous audits.
- E. The Quality Instructor assigns audits to a student auditor. Assignments are made so as to ensure independence of the auditor from the work being audited. The Quality Instructor provides the audit purpose, scope and type. Additional auditors or assistant auditors may be assigned to the audit team as appropriate.
- F. The audit team prepares for the audit by:
  - 1. Contacting the auditee.
  - 2. Scheduling the specific audit date.  
NOTE: Schedule changes may be made by the Quality Instructor and Auditors provided no substantial changes are made to the individual audits.
  - 3. Reviewing the audit purpose and scope.
  - 4. Assigning responsibilities to audit team member(s).
  - 5. Reviewing previous audits of the area, as appropriate.
  - 6. Determining specific procedures or areas to be audited.
  - 7. Preparing checklists to guide the audit process (see Attachment 2 for sample checklist "TBA").
- G. The audit team performs the audit by collecting objective evidence of compliance via interview, observation and review of documents and records. In addition the audit team will follow-up audit activities to verify and record the implementation and effectiveness of corrective action taken on any CAR's issued. Evidence of compliance or noncompliance is noted on the checklist. Nonconformities discovered during the audit are communicated (verbal or written) the same day (whenever possible) to the auditee.

- H. The audit is documented in an Audit Report (See Attachment 3 “TBA”) for suggested format. The report is distributed to the auditee, Quality Instructor and Management Representative. Individual nonconformities are submitted to the Corrective Action System for tracking and follow-up. In addition a new CAR will be issued for any past CAR’s issued but not closed effectively.
- I. The management of the audited organization is responsible for taking corrective action.
- J. The Quality Instructor is responsible for reviewing results of the audit(s) with the Management Representative.
- K. The Quality Instructor reports on the status and performance of the audit system during Management Review or more frequently as appropriate.

**7.0 REVISION HISTORY**

A. Originator - R. F. Fisher

**8.0 ATTACHMENTS**

- 1. Attachment 1 - Audit Plan - Schedule Example (“TBA”)
- 2. Attachment 2 - Audit Checklist Example (“TBA”)
- 3. Attachment 3 - Audit Report Format Example (“TBA”)

**DOCUMENT HISTORY**

APPROVED BY	POSITION	DATE
	PTEC Quality Instructor	