

# **Audit Report**

For the Client

#### FACULTY OF MANAGEMENT SCIENCE, SUANSUNANDHA RAJABHAT UNIVERSITY

Standard Audited ISO 9001:2008

#### **Disclaimers and Notes**

Number	Disclaimer and Notes
1	The report is confidential between the client and the ROS Group of Companies and
	Regulators.
2	The content of this report has been produced from samples taken during the visit.
3	If the client does NOT agree with the content of this report, the Client should notify ROS within
	7 working days of receipt of the report.
4	The audit has been performed in-line with the quotation and the scheme rules and regulations
	- refer to www.ros-group.com
5	Cancellation of a planned audit visit may incur a cost if not requested in writing and is less than
	7 working days before the visit is scheduled - refer to www.ros-group.com

Client Signature (Optional)	Lead Auditor Signature (Optional)
Mr.Yongyut Kitsantad	PACHARAPAN PINBUNLENG





## **Audit Administration**

## **Visit Parameters**

ISO 9001:2008

Office Management

SU1

Planned Audit Duration	1MD
Date(s) of Visit	6-9-13

Mr. Youngyut K.

1U-Thongnok Road, Dusit, Bangkok 10300 Thailand

Team Members	Translators and Specialists
N/A	

# **Changes Identified or Requested**

Requested Certificate Wording Changes	N/A
(Scope):	
Actual Visit Duration:	1MD
Actual Location visited (if not the	N/A
address on the Job Instruction)	
Other Client Changes:	N/A
Temporary Sites visited	N/A
(example:Construction yards):	





# **Visit Objectives**

The visit objective is to confirm that the management system requirements of the standard (including client and regulatory requirements) are met.

## **Executive Summary**

Sampled Audit Activity	Satisfactory or Good	Area of Improvement or Weakness - Comment Raised	Unsatisfactory - Concern Raised
Setting and monitoring of objectives	X		
Customer complaints system and action	X		
Effectiveness of corrective actions	X		
Commitment and understanding of the system	X		
Effectiveness of - audit, review and control of documents	X		
Effectiveness of the main processes	X		

Evaluation of previous issues (Including last ROS visit, Customers, or Regulators):

Previous Issues	Satisfactory or Good	Area of improvement or weakness noted - Comment Raised	Unsatisfactory - Concern Raised
Effectiveness of actions to close issues raised	X		



# **Auditor(s) Summary**

There are strong understanding and quality objective go get a goal, However they would be more concentrade about document and record for monitoring.



# **Processes Audited**

Monitoring Processes - Audit, Review, Corrective Action, Complaints, Objectives, Logo.   Infrastructure, Equipment, Environment	Process or Department Audited	Audited	Clauses Audited
Infrastructure, Equipment, Environment	Monitoring Processes - Audit, Review, Corrective Action,	Mandatory	5.4, 5.6, 8.2, 8.3, 8.4, 8.5
Document, Data, Records	Complaints, Objectives, Logo.		
Storage & Procurment			
Servicing (Student Affair , Radio and Television Practice)			
Training HR			
	Training HR		



## **Comments Raised**

#### **Definitions**

Potential Non-Compliance = A possible weakness in a system element has been noted by the auditor (Note: The element was not fully tested due to time constrants) = Classification 3

Opportunity for Improvement = The auditor's experience suggests the system element could be improved (efficiency or control) = Classification 4

Number	Description	Type of Comment
1	พิจารณาบันทึกการตรวจสอบรถยนต์ก่อนใช้งานประจำวัน	4
2	ฝากทบทวนขั้นตอนการทำงาน(QP) ให้ระบุชัดเจนถึงหน้าที่ความรับผิดชอบในการสำรวจความพึง	4
	พอใจของภายในคณะ ฯ ซึ่งรวมถึงวิธีการ และความถี่ ในการสำรวจและสรุปความพึงพอใจด้วย	
3	ปัจจุบันทางองค์กรมีสรุปรายงานการประชุมทบทวนโดยผู้บริหารแล้ว อย่างไรก็ตามพิจารณาเพิ่ม	4
	วาระสรุปผลการดำเนินงานตามวัตถุประสงค์คุณภาพของแต่ละแผนกด้วย	
4	ฝากติดตามการรายงานผลการดำเนินงานตามวัตถุประสงค์คุณภาพ ของแผนกบุคคลตามที่	4
	กำหนดไว้ทั้ง Rev. 10 และ Rev. 11	
5	พิจารณาประยุกต์ใช้ FM-20/08 (SBC8) บันทึกการใช้อุปกรณ์และห้องปฏิบัติการ ฯ อย่าง	4
	สม่ำเสมอ ตามที่ระบุใน QP-20 รวมทั้งฝากทบทวนตัวเลขสรุปการใช้งานของอุปกรณ์และ	
	ห้องปฏิบัติการดังกล่าวให้ถูกต้อง	
-		
-		



Number	Description	Type of Comment



### **Concerns Raised**

#### **Definitions**

Major Non-Compliance = All of a "SHALL" clause of the standard, or Regulation, has not been met. Or, Non-Conforming Product, or Service can be delivered to the customer as no other process exists to prevent such delivery = Classification 1.

Minor Non-Compliance = Part of a "SHALL" clause of the standard, or Regulation is not met. Or Non-Conforming Product, or Service could be delivered to the customer, however, another process exists to capture the non-conforming item = Classification 2.

Number	Clause	Description	Туре
	<b>+</b>		1



# **Recommendation and Conclusion**

Client Required Action	Indicate Where Applicable
No action required	
Consider the Comment(s) Raised for the Next Visit	Х
Send in a Corrective Action Plan to close the Concern(s) - Classification 2	
Send in a Corrective Action Plan and EVIDENCE to close the Concern(s) - Classification 1	
Where an action plan is required, please send to your Local Office within (No later than 60 days):	

Recommendation and Conclusion	Indicate Next Action
Grant Certification or Continued Certification	X
Grant Certification or Continued Certification - Subject to the Client forwarding the	
information requested above	
Suspension or Special Visit is required	
Immediate withdrawal of Certification	



## **Next Visit Plan**

Standard/Scheme	Planned Month/Year	Client Name	Activity Type
ISO 9001:2008	Feb14	FACULTY OF MANAGEMENT SCIENCE, SUANSUNANDHA RAJABHAT UNIVERSITY	Surveillance

The objective for the next visit (plan given below) is to confirm that the management system remains in compliance with regard to the standard, contractual requirements and regulations.

Day	Start	Auditor	Process
Number	Time		
1	9.00		Opening Meeting
	9.30		Use of Logo
			Quality policy and Objective
			Analysis of Data and Continuous of Improvement
			Management review
			Internal Quality Audit
			Corrective and Preventive Action
	-		Customer Complain
	-		Customer Satisfaction Survey (QPสำรวจความพึงพอใจผู้ใช้บริการ)
	-		
	12.00		Lunch
	13.00		Comunication Art process (งานสื่อสารองค์กร)
			Audio and facility process (งานโสตทัศนูปกรณ์และอาคารสถานที่)
	-		Training process <b>(งานฝึกประสบการณ์วิชาชีพ ฯ)</b>
	-		Document and Record Control
	-		
	15.00		Report Writing
	17.30		Closing Meeting
	-		

Name of Translator if Applicable	Name of Specialist if Applicable	

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