

ESTATES HSE WEST

Audit Date: 9th March 2009

Audited Procedure: 303 Non Conforming control Procedure, dated 09/11/04, Revision 0

Auditor: Louise Naughton

Auditee: Niamh Mooney

ref	question	answer	Nc/obs	Action planned By whom expected completion date	Closed out date and verification details
1.	Are serious non conformities logged on the car form?	Yes Customer Complaints and internal non Conformities are logged on the car files.			
2.	Are non conformities details logged?	Yes. There are logged and followed up to completion by each area within Estates.			
3.	Are Car analysed and reviewed at the Management Review meeting?	Yes. Last reviewed at the Management Review Meeting dated April 2008.			
4.	Are Non conformities identified including customer Complaints, contractor issues, supplier issues, internal day to day activities.	The Car log shows that nc's have arisen from all these sources.			
5.	Read the procedure and note any issues.	The procedure needs to be reviewed to remove references to Technical Services.	Obs.	Update procedure to remove reference to Technical Services.	