

Extracts

ISO9001:2000/8 Certification Audits by SAI Global

2012

The system continues to be well implemented maintained and effective in meeting the organisations needs. Strengths of the system include the company intranet, which was well utilised by employees, with staff interviewed knowledgeable of the system requirements and records verified successful implementation of the system.

Imagine Lab was an innovative idea launched by the organisation 12 months ago. This was a web portal that allows any person to propose an idea to the organisation. These can then result in opportunities, which could lead to a sale. An example of this was viewed for Opportunity 1419 (University of Sydney).

2011

At this review the system was verified as continuing to be well managed and controlled with the various processes remaining relatively unchanged since the last Triennial audit of the business. The various processes of the business were examined in a number of areas and once again demonstrated very good evidence of compliance with no major issues or concerns raised.

Human Resources - The review of this area noted the very good management of staff skills and capabilities as defined within the database, very good, with this information current at the time of the audit.

2010

The quality management system has continued to be managed and controlled in an exemplary manner and maintains the same level of commitment from senior management as seen in previous external audits.

There continues to be a satisfactory level of input and support from top management to ensure the quality management system provides the intended controls, customer satisfaction and improvement opportunities. The health and performance of the system continues to be monitored via KPI's and related targets as defined in the quality objectives for the company.

The company is implementing an effective process for the continual improvement of the management system through the use of the quality policy, quality objectives, audit results, data analysis, corrective and preventive actions and management review.

2009

As noted above the company has continued to expand through acquisition although this has had minimal impact on the scope of the management system at this time.

Essentially there has been no significant change to the company processes or scope of operations. The management system continues to be improved and updated on a regular basis with the system essentially being also compliant to the requirements of ISO 9001: 2008.

The established goals and objectives for the company remained well established and understood within the company with excellent measurement of performance against these objectives noted. Additional to this the senior management commitment to the success and operation of the system was again well done and obvious through the recently reviewed and updated Quality Policy.

2008

This audit noted the continued effective implementation, management and presentation of the system through the CPE database with the system subject to further improvement since the last audit, which also demonstrated not only the commitment of the senior management to the system but also the culture of continuous development and improvement of the system and processes. This was also reflected in the development of a new role within the company for the further review and enhancement of the core process documentation of the business.

This same culture of improvement and compliance was also evident in all areas examined at this audit and was manifest in the lack of any major issues or concerns raised.

2007

At this audit the system was again proven to be very well managed and controlled with an excellent focus on continuous improvement of the processes and system, particularly as it related to the database for the presentation and management of the quality system and other functions of the business.

Once again the support of the senior management for the success of the system and the support and awareness of the system by all staff was excellent.

As in previous audits the core delivery functions of the business and the supporting processes were examined in detail and provided excellent examples of compliance to the documented procedures and policies without any major issues or concerns.

2006

The ongoing commitment by senior management to the ongoing success and relativity of the system has been excellently demonstrated at this audit as was the awareness and support of the system by staff. Further to this the additional functionality for resource management has allowed for the better scheduling of workloads with good forward vision of the resourcing requirements and supporting reporting. This again emphasises the excellent ongoing continuous improvement of the system as required by the Standard and is in the top of all companies audited by this auditor.

The ongoing management and improvement of the management system has been impressive to say the least and has continued to be well presented through the Filemaker Pro database in a very diagrammatic fashion allowing good intuitive understanding and navigability of the system requirements. The management system has remained well defined in scope, with the exclusions unchanged since the last audit, which remain justified within the quality system (5/8/05) and were without issue.

2005

The audit revealed a system that has not only continued to be improved but has been totally overhauled to now be delivered electronically through the Filemaker Pro database with a degree of workflow now built into the system, with additional functionality yet to be utilised. This has allowed for better process control and communication of the requirements of the system to all staff, including their roles and responsibilities. The management system has remained well defined in scope, with the exclusions unchanged since the last audit, which remain justified within the quality system. Similarly the objectives for the company remain in place and area measured appropriately.

The management system continues to go from strength to strength and continues to be managed accordingly with the database presentation and functionality of the system now excellent, particularly the linking of roles, responsibilities to the position descriptions and subsequently the competence of the roles. The review of the effectiveness and relevance of the management system has not only been inherently well done through the redesign of the system but also continues to be more formally presented and reviewed according to the well established agenda addressing all review input requirements of the Standard.

The ongoing commitment to customer satisfaction measures and service delivery performance was well communicated through specific KPIs from projects and assessed at the client closeout phase. The results are fed back into the database and is a process that can only get better as the database functionality is improved and the volume of data is present.

The first audit was conducted in 2004

2004

All personnel demonstrate the commitment to the development of the management system. Ownership is also demonstrated within the team rather than just cascading down from management. This along with the implementation of many improvements was very pleasing to observe.

The management of risk and client issues is quite good. The identification and control of resources is also well managed. Document control is very impressive with key documents available centrally to personnel via the FileMaker Pro database. Client acceptance and sign off is well controlled most often in a formal manner.