

HEXATECH	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Mar 2017	Page 1 of 3
	Internal Quality Audit Procedure	Revision No.: 0		Document Ref: QSA-PRO-04

Purpose:	To ensure Internal Quality Audit (IQA) is planned and effectively implemented in order to verify the effective implementation of Quality Management System (QMS).
Scope:	This procedure covers all internal audits performed against the Company's documented QMS and MS ISO 9001:2015 requirements.
ISO Reference:	MS ISO 9001:2015 Clause No. 9.2

Step	Activity	Responsibility	Reference
1	<p>To appoint Internal Quality Auditor(s) to perform the Internal Quality Audit (IQA). All Internal Quality Auditor(s) must be trained in the Internal Quality Auditing before being qualified to conduct the audit and should be independent of the activities they audit.</p> <p><u>Note:</u> At times when required, upon consent by MD, the IQA activity may be outsourced. The qualification of Outsourced Internal Quality Auditor will be reviewed to ensure audit can be carried out effectively. If outsourced to competent Internal Quality Auditor, the use of Internal Quality Audit Checklist and Report stated herein in this procedure is preferred however, it can be on optional.</p>	IM	
2	<p>ISO Manager (IM) shall prepare the yearly audit schedule in the IQA Annual Plan.</p> <p>The audit schedule shall be charted out according to the status and importance of the processes or area to be audited, as well as previous audit result, if any. The scope, criteria and method shall be defined in the audit schedule.</p> <p>IQA shall be carried out at least once yearly. However, the frequency of audit may increase depending on the need arises.</p>	IM	IQA Annual Plan

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3	Circulate the IQA Annual Plan to each Department Manager every year or as when it has been revised.	IM	IQA Annual Plan
4	Call a meeting with Internal Quality Auditor to plan for date and time of the forthcoming audit according to the IQA Annual Plan. Raise the IQA Notification Memo by stating the required scope and objectives of the function or process to be audited. This Memo shall be approved by MD and acknowledged by the appointed Internal Quality Auditor. Note: The outsourced Internal Quality Auditor will be notified of audit plan and requirement.	IM	IQA Annual Plan, IQA Notification Memo
5	Prepare IQA Checklist before the conduct of the audit. Perform the audit as per the IQA Checklist. Verify the activities against the documented quality system and the ISO 9001 requirements including quality records. Follow up on the previous audit status for any outstanding non-conformance and observations made.	Internal Quality Auditor	IQA Checklist, Previous Audit Reports
6	<p>The Internal Quality Auditor shall raise an IQA Report and record the overall audit remarks and conclusion of the audit findings. If required, also raise the Non-Conformance Report (NCR) for any non-conformance detected. All NCRs shall be reviewed based on Non Conformance & Corrective Action Procedure. Whereas, all Non-Conformances (NC) and Positive or Negative Observations noted during the audit shall be recorded in the IQA Report with Justification of the findings and Action Needed.</p> <p>The Internal Quality Auditor Report shall then be submitted to the auditee or respective Department Manager to record the Follow Up Action required and Required Completion Date. The NCR, if there is any detected, shall be attached to the Internal Quality Auditor Report for follow up action.</p>	Internal Quality Auditor	<p>NCR Form, Internal Quality Auditor Report, Non Conformance & Corrective Action Procedure</p> <p>NCR Form, Internal Quality Auditor Report</p>

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7	<p>Return the NCR preferably within 5 working days to the auditor upon reply of the expected correction and corrective action(s) with the completion time stated.</p> <p>Analyze the root cause(s) of the non-conformance(s) and implement the corrective action(s) within the completion time frame committed as per the Non Conformance & Corrective Action Procedure.</p>	Auditee / Department Manager	NCR Form Non Conformance & Corrective Action Procedure
8	<p>Verify that corrective action(s) is taken and that it is effectively implemented after the completion date. Different Internal Quality Auditor may carry out the verification work.</p> <p>Thereafter, record the verification status on NCR. If corrective action(s) is not satisfactory, reissue a new NCR to the respective department manager and cc to IM.</p>	Internal Quality Auditor	NCR Form
9	Auditee needs to explain to MD the cause(s) and reason for not being able to take effective and timely corrective action (s) as indicated in the NCR.	Auditee / MD	NCR Form
10	Return the following to IM for filing: (a) IQA Checklist. (b) IQA Report. (c) Completed NCR after verification.	Internal Quality Auditor	IQA Checklist, IQA Report, NCR Form
11	Raise an IQA Report to record the results of each IQA conducted.	IM	IQA Report
12	Use the IQA Report to analyze all IQA findings and the findings are to be included for review in the Management Review meeting.	IM	IQA Report

End