

<p>Process/Area/Function</p> <p>Primary Clause Numbers</p>	<p>Notes</p> <ol style="list-style-type: none"> 1. Auditor notes should be legible 2. Record the Process/Area/Function being audited in the left-hand column. General primary clauses of the standard should also be recorded. 3. Please underline objective evidence audited, e.g. purchase order numbers, project numbers etc. 4. The audit shall be process based, hence notes should include the measurable objectives related to a process, function or area and current trends towards meeting those objectives.
<p>Quality Policy</p>	<p>4 components are available in the Quality Policy...ok.</p> <p>Framework for Quality Objectives should be good customer service, on time deliver in clause 3.1, QM...ok.</p> <p>4 Methods for communication are defined in Section 3.2, QM, Rev.3..ok.</p> <p>Tested understandings on Quality Policy on 3 employees at random, Abdul Ghani understanding ok, Halim Md. Ali not so good (o), Hasnah Malik..good.</p> <p>Found Quality Policy was reviewed and evidence in the latest management review minutes for management review dated 2/1/2009, and comment that Quality Policy remains unchanged....OK.</p>
<p>Internal Communication</p>	<p>Internal communication table....seen. looks ok.</p> <p>ABC/ FM/ IC-01.</p> <p>Sales and Marketing Meeting Monthly.</p> <p>Attendants Meetings Every 2 months; e.g. 8/9/09, 7/7/09, 27/5/09, 6/4/09, 23//09, 9/1/09...seen..ok.</p> <p>Production staff meeting Months, random18 March, 18 May and 20 July 2009...ok.</p> <p>(F/up) To check Production staff meeting minutes dated 16/6/09 being used in discussion by production meeting currently going on.</p> <p>Production Department Meeting Every 2 months, e.g. seen Production Packer Meeting minutes 16/10/09, 24/6/09, 27/4/09.</p> <p>8/09 meeting done together with attendant meeting and packer meeting 8/9/09.</p> <p>(NC) Method of communication and records to be maintained for some internal communications, e.g. communication between sales clerk and production planner and production supervisor when customer request quantity change and specificification change not defined in the relevant procedure/ documents.</p>

AUDITORS NOTES

Appendix 5

Auditor Name: Mr. Lau Kok Khen; Audit Date: 12/12/09

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<p>Document Control</p>	<p>Document approval 4.2.3 (a). Checked Quality Manual and 8 sample procedures, all are approved on last pages.</p> <p>(NC) Checked also work instructions 10 samples, found 2 WI have no approval evidences, e.g. WI/PD/08 (Tumbling Machine Start-up Work Instructions) Rev. 8, WI/PD/12 (Mixing Machine Hub Start up Work Instruction), Rev. 6.</p> <p>Document amendment 4.2.3 (c). (o) Revision History may be necessary, identify changes can be by underlining changes, e.g. P/SM/03, Rev.3, P/SM/06, Rev.2, etc.</p> <p>Document distribution 4.2.3 (d)- using Document Distribution Matrix. Checked some sample of procedures distributed to sales, production, store, latest version...version on master list tally with those distributed, e.g. P/SM/03 Rev. 3, P/SM/04, Rev.2; P/ST/01 Rev.2, etc.</p> <p>(NC) How to protect distributed documents from remain legible and identifiable not defined/ established.</p> <p>(o) 7.1 External origin document does not address responsibility to determine the external documents whether applicable or necessary for the planning and operation of the QMS prior to register/ identify to a master list.</p> <p>(o) External document controls, e.g. ISO9001:2000 have yet to update with ISO9001:2008 version; Food Acts and Regulation Act 281 is till 23/12/04 publication date.</p> <p>Obsolete document control. There is a separate file for obsolete document labelled Obsolete File. All obsolete documents stamped 'Obsolete' e.g. P/SM/03 Rev.2, Rev.1; P/HR/09 Rev.0, Rev.1.</p>
<p>Analysis of Data</p>	<p>QP-AOD; Rev.2, 1/11/09.</p> <p>Appropriate data are determined and defined as per 8.4 (a) to (d), ISO9001:2008, inc. analysis frequency, analysis method, analysis responsibility...ok.</p> <p>I randomly checked some graphs.</p> <p>Monthly number cases of incoming inspection rejects by types of materials....ok.</p> <p>Monthly delivery truck breakdown by cases. Zero cases per months. Jan to Dec2008.</p> <p>Monthly nachinery breakdown by cases. Zero per month jan to Dec 2008.</p>

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	<p>Analysis frequency to be reviewed and revised e.g. from monthly to yearly if the load of data is not high.</p> <p>Monthly number of cases of cool room air blower breakdown.</p> <p>Monthly product wastage caused by packing problem (loose tying) during loading process into the delivery truck by %...seen 0.02 to 0.05% oer month Jan to Oct 2009.</p>
<p>Business loss analysis</p> <p>User Opinion Survey</p> <p>Customer Satusifaction Survey</p>	<p>Appropriate data are defined in Table A, QM, Rev.3.</p> <p>Monthly number of lost customer per sales man...seen Jan to Sept 2009.</p> <p>Monthly number of new customer recruited per salesman.</p> <p>Monthly product sales by RM.</p> <p>(O) The business loss analysis to be included in the sales handling procedures to define review done in monthly sales and marketing meeting and record to be maintained.</p> <p>(P1) Analysis and review is done monthly the monthly Sales and Marketing Meeting e.g. dated 27/10/09, 2/9/09, 23/6/09 meeting minutes.</p> <p>End user User opinion survey have been included in the sales handling procedures in clause 7.0; sampling size is also determined....ok.</p> <p>Seen end user opinion survey forms 4 criteria to be implemented.</p> <p>Seen the customer survey feedback analysis for per 6.6.2009 – 25.6.09 total average 4.11. Analysed using pie chart. Analysis and review was done in Management Review dated 18/7/09.</p> <p>(F/up) To clarify with sales manager on compliment analysis, was it done?</p>
<p>Management Review</p>	<p>Management Review was conducted on 18/1/1.</p> <p>Comments as follows:</p> <p>Attended by ED, Madam Tan and various heads of functions. Inc. QA ms Lee HM.</p> <p>(P) Very clear and specific evidence minutes that shown the mandatory review inputs as per 5.6.2 (a) – (g) including Quality Policy and achievement of Quality Objectives are properly and sufficiently covered in the management review dated 18/9/09, e.g</p>

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	<ul style="list-style-type: none"> - follow up actions from previous management review are reviewed and minuted in specific; -the department measurable Quality Objectives (total 7 departments) were reviewed and commented in the Management Review and decision/ action made are clearly recorded; -Process performance are based on analysis of process characteristic data of various departments; - Product conformity review were based on analysis of data of product conformity from incoming inspection, in-process inspection and final inspection. - the review of the results of internal audit and external audits; customer survey and customer complaint are also well recorded; - status of corrective actions and preventive actions are presented and properly recorded; - changes could affect QMS (2 aspects) and recommendation for improvement process/ product (2 recommendations) were also clearly presented and reviewed and recorded. <p>(o) Review yet to cover Compliment analysis, claim analysis?</p>
<p>Internal Audit</p>	<p>Internal auditor – total 9.</p> <p>Seen Audit Schedule 2009 based on importance and status of areas and processes.</p> <p>Sales and marketing – 3 times. Production – 3 times. QA – 2 times. Purchasing – 2 times.</p> <p>Seen the audit reports for, QA- 6/10/09. Seen audit notes covered PA, CA, MR, CI, QC..auditor Ms TC Fang ..ok.</p> <p>QA- 20/4/09. Seen audit notes on Document Control, Record control, incoming, inprocess, final QC.</p> <p>Production – 15/6/09. Seen audit notes covered Quality Plicy, Quality Objectives, Production, Packing, Preservation & Delivery, Production Delivery, Production Planning.</p> <p>Maintenance – 11/8/09, audit notes covered preventive maintenance...ok.</p> <p>(P) Internal audit depth and coverage have improved significantly where audit evidences are now recorded clearly with sufficient depth. Audit summary for each audited areas are also well written/ reported, e.g. audit production dated 15/6/09, QA- 6/1//09, QA- 20/2/09, etc.</p>

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